Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595161935101	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	25 Feb, 2025 07:09:44 PM	25 Feb, 2025 07:16:39 PM	20 Feb, 2025 09:43:01 PM	0:03:15		Internal
595161935101			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Feb, 2025 07:09:44 PM	25 Feb, 2025 07:16:39 PM	20 Feb, 2025 09:43:01 PM	0:03:15		Internal
595161935101			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Feb, 2025 07:09:44 PM	25 Feb, 2025 07:16:39 PM	20 Feb, 2025 09:43:01 PM	0:03:15		Internal
595161935101			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Feb, 2025 07:09:44 PM	25 Feb, 2025 07:16:39 PM	20 Feb, 2025 09:43:01 PM	0:03:15		Internal
595161935101			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		25 Feb, 2025 07:09:44 PM	25 Feb, 2025 07:16:39 PM	20 Feb, 2025 09:43:01 PM	0:03:15		Internal
595161935101			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Feb, 2025 07:09:44 PM	25 Feb, 2025 07:16:39 PM	20 Feb, 2025 09:43:01 PM	0:03:15		Internal
595161935101			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Feb, 2025 07:09:44 PM	25 Feb, 2025 07:16:39 PM	20 Feb, 2025 09:43:01 PM	0:03:15		Internal
595161935101			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Feb, 2025 07:09:44 PM	25 Feb, 2025 07:16:39 PM	20 Feb, 2025 09:43:01 PM	0:03:15		Internal
594150777802			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Feb, 2025 09:01:09 PM	25 Feb, 2025 07:16:48 PM	04 Feb, 2025 11:06:46 PM	0:04:27		Internal
594150777802			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Feb, 2025 09:01:09 PM	25 Feb, 2025 07:16:48 PM	04 Feb, 2025 11:06:46 PM	0:04:27		Internal
594150777802			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Feb, 2025 09:01:09 PM	25 Feb, 2025 07:16:48 PM	04 Feb, 2025 11:06:46 PM	0:04:27		Internal
594150777802			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Feb, 2025 09:01:09 PM	25 Feb, 2025 07:16:48 PM	04 Feb, 2025 11:06:46 PM	0:04:27		Internal
594150777802			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Feb, 2025 09:01:09 PM	25 Feb, 2025 07:16:48 PM	04 Feb, 2025 11:06:46 PM	0:04:27		Internal
594150777802			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Feb, 2025 09:01:09 PM	25 Feb, 2025 07:16:48 PM	04 Feb, 2025 11:06:46 PM	0:04:27		Internal
594150777802			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Feb, 2025 09:01:09 PM	25 Feb, 2025 07:16:48 PM	04 Feb, 2025 11:06:46 PM	0:04:27		Internal
594150777802			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Feb, 2025 09:01:09 PM	25 Feb, 2025 07:16:48 PM	04 Feb, 2025 11:06:46 PM	0:04:27		Internal
594150777802			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Feb, 2025 09:01:09 PM	25 Feb, 2025 07:16:48 PM	04 Feb, 2025 11:06:46 PM	0:04:27		Internal
594150777802			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Feb, 2025 09:01:09 PM	25 Feb, 2025 07:16:48 PM	04 Feb, 2025 11:06:46 PM	0:04:27		Internal
594150777802			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Feb, 2025 09:01:09 PM	25 Feb, 2025 07:16:48 PM	04 Feb, 2025 11:06:46 PM	0:04:27		Internal
594150777802			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Feb, 2025 09:01:09 PM	25 Feb, 2025 07:16:48 PM	04 Feb, 2025 11:06:46 PM	0:04:27		Internal
594150777802			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Feb, 2025 09:01:09 PM	25 Feb, 2025 07:16:48 PM	04 Feb, 2025 11:06:46 PM	0:04:27		Internal
594150777802			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Feb, 2025 09:01:09 PM	25 Feb, 2025 07:16:48 PM	04 Feb, 2025 11:06:46 PM	0:04:27		Internal
594150777802			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Feb, 2025 09:01:09 PM	25 Feb, 2025 07:16:48 PM	04 Feb, 2025 11:06:46 PM	0:04:27		Internal
594150777802			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Feb, 2025 09:01:09 PM	25 Feb, 2025 07:16:48 PM	04 Feb, 2025 11:06:46 PM	0:04:27		Internal
594150777802			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Feb, 2025 09:01:09 PM	25 Feb, 2025 07:16:48 PM	04 Feb, 2025 11:06:46 PM	0:04:27		Internal
594150777802			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Feb, 2025 09:01:09 PM	25 Feb, 2025 07:16:48 PM	04 Feb, 2025 11:06:46 PM	0:04:27		Internal
594150777802			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Feb, 2025 09:01:09 PM	25 Feb, 2025 07:16:48 PM	04 Feb, 2025 11:06:46 PM	0:04:27		Internal
594150777802			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Feb, 2025 09:01:09 PM	25 Feb, 2025 07:16:48 PM	04 Feb, 2025 11:06:46 PM	0:04:27		Internal
594150777802			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Feb, 2025 09:01:09 PM	25 Feb, 2025 07:16:48 PM	04 Feb, 2025 11:06:46 PM	0:04:27		Internal
594150777802			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Feb, 2025 09:01:09 PM	25 Feb, 2025 07:16:48 PM	04 Feb, 2025 11:06:46 PM	0:04:27		Internal
594150777802			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		06 Feb, 2025 09:01:09 PM	25 Feb, 2025 07:16:48 PM	04 Feb, 2025 11:06:46 PM	0:04:27		Internal
594150777802			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Feb, 2025 09:01:09 PM	25 Feb, 2025 07:16:48 PM	04 Feb, 2025 11:06:46 PM	0:04:27		Internal
594150777802			CTE_Res_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Feb, 2025 09:01:09 PM	25 Feb, 2025 07:16:48 PM	04 Feb, 2025 11:06:46 PM	0:04:27		Internal
594150777802			CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Feb, 2025 09:01:09 PM	25 Feb, 2025 07:16:48 PM	04 Feb, 2025 11:06:46 PM	0:04:27		Internal
594150711755			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Feb, 2025 04:30:48 PM	25 Feb, 2025 07:45:42 PM	04 Feb, 2025 07:13:45 PM	0:02:19		Internal
594150711755			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Feb, 2025 04:30:48 PM	25 Feb, 2025 07:45:42 PM	04 Feb, 2025 07:13:45 PM	0:02:19		Internal
594150711755			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Feb, 2025 04:30:48 PM	25 Feb, 2025 07:45:42 PM	04 Feb, 2025 07:13:45 PM	0:02:19		Internal
594150711755			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Feb, 2025 04:30:48 PM	25 Feb, 2025 07:45:42 PM	04 Feb, 2025 07:13:45 PM	0:02:19		Internal
594150711755			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Feb, 2025 04:30:48 PM	25 Feb, 2025 07:45:42 PM	04 Feb, 2025 07:13:45 PM	0:02:19		Internal
594150711755			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 Feb, 2025 04:30:48 PM	25 Feb, 2025 07:45:42 PM	04 Feb, 2025 07:13:45 PM	0:02:19		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594150711755	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	05 Feb, 2025 04:30:48 PM	25 Feb, 2025 07:45:42 PM	04 Feb, 2025 07:13:45 PM	0:02:19		Internal
594150711755			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Feb, 2025 04:30:48 PM	25 Feb, 2025 07:45:42 PM	04 Feb, 2025 07:13:45 PM	0:02:19		Internal
594150711755			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Feb, 2025 04:30:48 PM	25 Feb, 2025 07:45:42 PM	04 Feb, 2025 07:13:45 PM	0:02:19		Internal
594150711755			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 Feb, 2025 04:30:48 PM	25 Feb, 2025 07:45:42 PM	04 Feb, 2025 07:13:45 PM	0:02:19		Internal
594150711755			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 Feb, 2025 04:30:48 PM	25 Feb, 2025 07:45:42 PM	04 Feb, 2025 07:13:45 PM	0:02:19		Internal
594150711755			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Feb, 2025 04:30:48 PM	25 Feb, 2025 07:45:42 PM	04 Feb, 2025 07:13:45 PM	0:02:19		Internal
594150711755			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Feb, 2025 04:30:48 PM	25 Feb, 2025 07:45:42 PM	04 Feb, 2025 07:13:45 PM	0:02:19		Internal
594150711755			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 Feb, 2025 04:30:48 PM	25 Feb, 2025 07:45:42 PM	04 Feb, 2025 07:13:45 PM	0:02:19		Internal
594150711755			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 Feb, 2025 04:30:48 PM	25 Feb, 2025 07:45:42 PM	04 Feb, 2025 07:13:45 PM	0:02:19		Internal
594150711755			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Feb, 2025 04:30:48 PM	25 Feb, 2025 07:45:42 PM	04 Feb, 2025 07:13:45 PM	0:02:19		Internal
594150711755			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Feb, 2025 04:30:48 PM	25 Feb, 2025 07:45:42 PM	04 Feb, 2025 07:13:45 PM	0:02:19		Internal
594150711755			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 Feb, 2025 04:30:48 PM	25 Feb, 2025 07:45:42 PM	04 Feb, 2025 07:13:45 PM	0:02:19		Internal
594150711755			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Feb, 2025 04:30:48 PM	25 Feb, 2025 07:45:42 PM	04 Feb, 2025 07:13:45 PM	0:02:19		Internal
594150711755			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Feb, 2025 04:30:48 PM	25 Feb, 2025 07:45:42 PM	04 Feb, 2025 07:13:45 PM	0:02:19		Internal
594150711755			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Feb, 2025 04:30:48 PM	25 Feb, 2025 07:45:42 PM	04 Feb, 2025 07:13:45 PM	0:02:19		Internal
594150711755			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Feb, 2025 04:30:48 PM	25 Feb, 2025 07:45:42 PM	04 Feb, 2025 07:13:45 PM	0:02:19		Internal
594150711755			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		05 Feb, 2025 04:30:48 PM	25 Feb, 2025 07:45:42 PM	04 Feb, 2025 07:13:45 PM	0:02:19		Internal
594150711755			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Feb, 2025 04:30:48 PM	25 Feb, 2025 07:45:42 PM	04 Feb, 2025 07:13:45 PM	0:02:19		Internal
594150711755			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Feb, 2025 04:30:48 PM	25 Feb, 2025 07:45:42 PM	04 Feb, 2025 07:13:45 PM	0:02:19		Internal
594150711755			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Feb, 2025 04:30:48 PM	25 Feb, 2025 07:45:42 PM	04 Feb, 2025 07:13:45 PM	0:02:19		Internal
595162229886			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Feb, 2025 07:43:06 PM	25 Feb, 2025 07:51:26 PM	24 Feb, 2025 03:23:02 PM	0:03:05		Internal
595162229886			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Feb, 2025 07:43:06 PM	25 Feb, 2025 07:51:26 PM	24 Feb, 2025 03:23:02 PM	0:03:05		Internal
595162229886			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Feb, 2025 07:43:06 PM	25 Feb, 2025 07:51:26 PM	24 Feb, 2025 03:23:02 PM	0:03:05		Internal
595162229886			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Feb, 2025 07:43:06 PM	25 Feb, 2025 07:51:26 PM	24 Feb, 2025 03:23:02 PM	0:03:05		Internal
595162229886			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Feb, 2025 07:43:06 PM	25 Feb, 2025 07:51:26 PM	24 Feb, 2025 03:23:02 PM	0:03:05		Internal
595162229886			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Feb, 2025 07:43:06 PM	25 Feb, 2025 07:51:26 PM	24 Feb, 2025 03:23:02 PM	0:03:05		Internal
595162229886			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Feb, 2025 07:43:06 PM	25 Feb, 2025 07:51:26 PM	24 Feb, 2025 03:23:02 PM	0:03:05		Internal
595162229886			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Feb, 2025 07:43:06 PM	25 Feb, 2025 07:51:26 PM	24 Feb, 2025 03:23:02 PM	0:03:05		Internal
595162229886			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Feb, 2025 07:43:06 PM	25 Feb, 2025 07:51:26 PM	24 Feb, 2025 03:23:02 PM	0:03:05		Internal
595162229886			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Feb, 2025 07:43:06 PM	25 Feb, 2025 07:51:26 PM	24 Feb, 2025 03:23:02 PM	0:03:05		Internal
595162229886			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Feb, 2025 07:43:06 PM	25 Feb, 2025 07:51:26 PM	24 Feb, 2025 03:23:02 PM	0:03:05		Internal
595162229886			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Feb, 2025 07:43:06 PM	25 Feb, 2025 07:51:26 PM	24 Feb, 2025 03:23:02 PM	0:03:05		Internal
595162229886			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Feb, 2025 07:43:06 PM	25 Feb, 2025 07:51:26 PM	24 Feb, 2025 03:23:02 PM	0:03:05		Internal
595162229886			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Feb, 2025 07:43:06 PM	25 Feb, 2025 07:51:26 PM	24 Feb, 2025 03:23:02 PM	0:03:05		Internal
595162229886			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Feb, 2025 07:43:06 PM	25 Feb, 2025 07:51:26 PM	24 Feb, 2025 03:23:02 PM	0:03:05		Internal
595162229886			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Feb, 2025 07:43:06 PM	25 Feb, 2025 07:51:26 PM	24 Feb, 2025 03:23:02 PM	0:03:05		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595162229886	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	[redacted]	25 Feb, 2025 07:43:06 PM	25 Feb, 2025 07:51:26 PM	24 Feb, 2025 03:23:02 PM	0:03:05		Internal
595162229886			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Feb, 2025 07:43:06 PM	25 Feb, 2025 07:51:26 PM	24 Feb, 2025 03:23:02 PM	0:03:05		Internal
595162229886			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Feb, 2025 07:43:06 PM	25 Feb, 2025 07:51:26 PM	24 Feb, 2025 03:23:02 PM	0:03:05		Internal
595162229886			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Feb, 2025 07:43:06 PM	25 Feb, 2025 07:51:26 PM	24 Feb, 2025 03:23:02 PM	0:03:05		Internal
595162229886			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Feb, 2025 07:43:06 PM	25 Feb, 2025 07:51:26 PM	24 Feb, 2025 03:23:02 PM	0:03:05		Internal
595162229886			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Feb, 2025 07:43:06 PM	25 Feb, 2025 07:51:26 PM	24 Feb, 2025 03:23:02 PM	0:03:05		Internal
595162229886			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		25 Feb, 2025 07:43:06 PM	25 Feb, 2025 07:51:26 PM	24 Feb, 2025 03:23:02 PM	0:03:05		Internal
595162229886			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Feb, 2025 07:43:06 PM	25 Feb, 2025 07:51:26 PM	24 Feb, 2025 03:23:02 PM	0:03:05		Internal
595162229886			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Feb, 2025 07:43:06 PM	25 Feb, 2025 07:51:26 PM	24 Feb, 2025 03:23:02 PM	0:03:05		Internal
595162229886			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Feb, 2025 07:43:06 PM	25 Feb, 2025 07:51:26 PM	24 Feb, 2025 03:23:02 PM	0:03:05		Internal
595162207099			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Feb, 2025 07:59:32 PM	25 Feb, 2025 08:08:02 PM	24 Feb, 2025 02:02:37 PM	0:04:44		Internal
595162207099			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Feb, 2025 07:59:32 PM	25 Feb, 2025 08:08:02 PM	24 Feb, 2025 02:02:37 PM	0:04:44		Internal
595162207099			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Feb, 2025 07:59:32 PM	25 Feb, 2025 08:08:02 PM	24 Feb, 2025 02:02:37 PM	0:04:44		Internal
595162207099			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Feb, 2025 07:59:32 PM	25 Feb, 2025 08:08:02 PM	24 Feb, 2025 02:02:37 PM	0:04:44		Internal
595162207099			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Feb, 2025 07:59:32 PM	25 Feb, 2025 08:08:02 PM	24 Feb, 2025 02:02:37 PM	0:04:44		Internal
595162207099			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Feb, 2025 07:59:32 PM	25 Feb, 2025 08:08:02 PM	24 Feb, 2025 02:02:37 PM	0:04:44		Internal
595162207099			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Feb, 2025 07:59:32 PM	25 Feb, 2025 08:08:02 PM	24 Feb, 2025 02:02:37 PM	0:04:44		Internal
595162207099			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Feb, 2025 07:59:32 PM	25 Feb, 2025 08:08:02 PM	24 Feb, 2025 02:02:37 PM	0:04:44		Internal
595162207099			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Feb, 2025 07:59:32 PM	25 Feb, 2025 08:08:02 PM	24 Feb, 2025 02:02:37 PM	0:04:44		Internal
595162207099			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Feb, 2025 07:59:32 PM	25 Feb, 2025 08:08:02 PM	24 Feb, 2025 02:02:37 PM	0:04:44		Internal
595162207099			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Feb, 2025 07:59:32 PM	25 Feb, 2025 08:08:02 PM	24 Feb, 2025 02:02:37 PM	0:04:44		Internal
595162207099			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Feb, 2025 07:59:32 PM	25 Feb, 2025 08:08:02 PM	24 Feb, 2025 02:02:37 PM	0:04:44		Internal
595162207099			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Feb, 2025 07:59:32 PM	25 Feb, 2025 08:08:02 PM	24 Feb, 2025 02:02:37 PM	0:04:44		Internal
595162207099			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Feb, 2025 07:59:32 PM	25 Feb, 2025 08:08:02 PM	24 Feb, 2025 02:02:37 PM	0:04:44		Internal
595162207099			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Feb, 2025 07:59:32 PM	25 Feb, 2025 08:08:02 PM	24 Feb, 2025 02:02:37 PM	0:04:44		Internal
595162207099			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Feb, 2025 07:59:32 PM	25 Feb, 2025 08:08:02 PM	24 Feb, 2025 02:02:37 PM	0:04:44		Internal
595162207099			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Feb, 2025 07:59:32 PM	25 Feb, 2025 08:08:02 PM	24 Feb, 2025 02:02:37 PM	0:04:44		Internal
595162207099			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Feb, 2025 07:59:32 PM	25 Feb, 2025 08:08:02 PM	24 Feb, 2025 02:02:37 PM	0:04:44		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595162207099	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	25 Feb, 2025 07:59:32 PM	25 Feb, 2025 08:08:02 PM	24 Feb, 2025 02:02:37 PM	0:04:44		Internal
595162207099			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	25 Feb, 2025 07:59:32 PM	25 Feb, 2025 08:08:02 PM	24 Feb, 2025 02:02:37 PM	0:04:44		Internal
595162207099			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	25 Feb, 2025 07:59:32 PM	25 Feb, 2025 08:08:02 PM	24 Feb, 2025 02:02:37 PM	0:04:44		Internal
595162207099			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	25 Feb, 2025 07:59:32 PM	25 Feb, 2025 08:08:02 PM	24 Feb, 2025 02:02:37 PM	0:04:44		Internal
595162207099			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	25 Feb, 2025 07:59:32 PM	25 Feb, 2025 08:08:02 PM	24 Feb, 2025 02:02:37 PM	0:04:44		Internal
595162207099			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	25 Feb, 2025 07:59:32 PM	25 Feb, 2025 08:08:02 PM	24 Feb, 2025 02:02:37 PM	0:04:44		Internal
595162207099			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	25 Feb, 2025 07:59:32 PM	25 Feb, 2025 08:08:02 PM	24 Feb, 2025 02:02:37 PM	0:04:44		Internal
595162207099			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	25 Feb, 2025 07:59:32 PM	25 Feb, 2025 08:08:02 PM	24 Feb, 2025 02:02:37 PM	0:04:44		Internal
595161585463			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	19 Feb, 2025 12:31:13 PM	25 Feb, 2025 08:28:06 PM	18 Feb, 2025 10:11:06 PM	0:03:59		Internal
595161585463			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	19 Feb, 2025 12:31:13 PM	25 Feb, 2025 08:28:06 PM	18 Feb, 2025 10:11:06 PM	0:03:59		Internal
595161585463			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	19 Feb, 2025 12:31:13 PM	25 Feb, 2025 08:28:06 PM	18 Feb, 2025 10:11:06 PM	0:03:59		Internal
595161585463			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	19 Feb, 2025 12:31:13 PM	25 Feb, 2025 08:28:06 PM	18 Feb, 2025 10:11:06 PM	0:03:59		Internal
595161585463			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	19 Feb, 2025 12:31:13 PM	25 Feb, 2025 08:28:06 PM	18 Feb, 2025 10:11:06 PM	0:03:59		Internal
595161585463			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	19 Feb, 2025 12:31:13 PM	25 Feb, 2025 08:28:06 PM	18 Feb, 2025 10:11:06 PM	0:03:59		Internal
595161585463			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	19 Feb, 2025 12:31:13 PM	25 Feb, 2025 08:28:06 PM	18 Feb, 2025 10:11:06 PM	0:03:59		Internal
595161585463			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	19 Feb, 2025 12:31:13 PM	25 Feb, 2025 08:28:06 PM	18 Feb, 2025 10:11:06 PM	0:03:59		Internal
595161585463			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	19 Feb, 2025 12:31:13 PM	25 Feb, 2025 08:28:06 PM	18 Feb, 2025 10:11:06 PM	0:03:59		Internal
595161585463			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	19 Feb, 2025 12:31:13 PM	25 Feb, 2025 08:28:06 PM	18 Feb, 2025 10:11:06 PM	0:03:59		Internal
595161585463			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	19 Feb, 2025 12:31:13 PM	25 Feb, 2025 08:28:06 PM	18 Feb, 2025 10:11:06 PM	0:03:59		Internal
595161585463			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	19 Feb, 2025 12:31:13 PM	25 Feb, 2025 08:28:06 PM	18 Feb, 2025 10:11:06 PM	0:03:59		Internal
595161585463			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	19 Feb, 2025 12:31:13 PM	25 Feb, 2025 08:28:06 PM	18 Feb, 2025 10:11:06 PM	0:03:59		Internal
595161585463			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	19 Feb, 2025 12:31:13 PM	25 Feb, 2025 08:28:06 PM	18 Feb, 2025 10:11:06 PM	0:03:59		Internal
595161585463			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	19 Feb, 2025 12:31:13 PM	25 Feb, 2025 08:28:06 PM	18 Feb, 2025 10:11:06 PM	0:03:59		Internal
595161585463			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	19 Feb, 2025 12:31:13 PM	25 Feb, 2025 08:28:06 PM	18 Feb, 2025 10:11:06 PM	0:03:59		Internal
595161585463			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	19 Feb, 2025 12:31:13 PM	25 Feb, 2025 08:28:06 PM	18 Feb, 2025 10:11:06 PM	0:03:59		Internal
595161585463			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	19 Feb, 2025 12:31:13 PM	25 Feb, 2025 08:28:06 PM	18 Feb, 2025 10:11:06 PM	0:03:59		Internal
595161585463			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	19 Feb, 2025 12:31:13 PM	25 Feb, 2025 08:28:06 PM	18 Feb, 2025 10:11:06 PM	0:03:59		Internal
595161585463			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	19 Feb, 2025 12:31:13 PM	25 Feb, 2025 08:28:06 PM	18 Feb, 2025 10:11:06 PM	0:03:59		Internal
595161585463			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	19 Feb, 2025 12:31:13 PM	25 Feb, 2025 08:28:06 PM	18 Feb, 2025 10:11:06 PM	0:03:59		Internal
595161585463			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	19 Feb, 2025 12:31:13 PM	25 Feb, 2025 08:28:06 PM	18 Feb, 2025 10:11:06 PM	0:03:59		Internal
595161585463			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	19 Feb, 2025 12:31:13 PM	25 Feb, 2025 08:28:06 PM	18 Feb, 2025 10:11:06 PM	0:03:59		Internal
595161585463			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	19 Feb, 2025 12:31:13 PM	25 Feb, 2025 08:28:06 PM	18 Feb, 2025 10:11:06 PM	0:03:59		Internal
595161585463			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	19 Feb, 2025 12:31:13 PM	25 Feb, 2025 08:28:06 PM	18 Feb, 2025 10:11:06 PM	0:03:59		Internal
595161585463			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	19 Feb, 2025 12:31:13 PM	25 Feb, 2025 08:28:06 PM	18 Feb, 2025 10:11:06 PM	0:03:59		Internal
595162102020			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	25 Feb, 2025 08:24:46 PM	25 Feb, 2025 08:30:52 PM	21 Feb, 2025 09:18:01 PM	0:02:06		Internal
595162102020			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	25 Feb, 2025 08:24:46 PM	25 Feb, 2025 08:30:52 PM	21 Feb, 2025 09:18:01 PM	0:02:06		Internal
595162102020			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	25 Feb, 2025 08:24:46 PM	25 Feb, 2025 08:30:52 PM	21 Feb, 2025 09:18:01 PM	0:02:06		Internal
595162102020			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	25 Feb, 2025 08:24:46 PM	25 Feb, 2025 08:30:52 PM	21 Feb, 2025 09:18:01 PM	0:02:06		Internal
595162102020			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	25 Feb, 2025 08:24:46 PM	25 Feb, 2025 08:30:52 PM	21 Feb, 2025 09:18:01 PM	0:02:06		Internal
595162102020			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	25 Feb, 2025 08:24:46 PM	25 Feb, 2025 08:30:52 PM	21 Feb, 2025 09:18:01 PM	0:02:06		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595162102020	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	25 Feb, 2025 08:24:46 PM	25 Feb, 2025 08:30:52 PM	21 Feb, 2025 09:18:01 PM	0:02:06		Internal
595162102020			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Feb, 2025 08:24:46 PM	25 Feb, 2025 08:30:52 PM	21 Feb, 2025 09:18:01 PM	0:02:06		Internal
595162102020			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Feb, 2025 08:24:46 PM	25 Feb, 2025 08:30:52 PM	21 Feb, 2025 09:18:01 PM	0:02:06		Internal
595162102020			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Feb, 2025 08:24:46 PM	25 Feb, 2025 08:30:52 PM	21 Feb, 2025 09:18:01 PM	0:02:06		Internal
595162102020			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Feb, 2025 08:24:46 PM	25 Feb, 2025 08:30:52 PM	21 Feb, 2025 09:18:01 PM	0:02:06		Internal
595162102020			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Feb, 2025 08:24:46 PM	25 Feb, 2025 08:30:52 PM	21 Feb, 2025 09:18:01 PM	0:02:06		Internal
595162102020			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Feb, 2025 08:24:46 PM	25 Feb, 2025 08:30:52 PM	21 Feb, 2025 09:18:01 PM	0:02:06		Internal
595162102020			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Feb, 2025 08:24:46 PM	25 Feb, 2025 08:30:52 PM	21 Feb, 2025 09:18:01 PM	0:02:06		Internal
595162102020			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Feb, 2025 08:24:46 PM	25 Feb, 2025 08:30:52 PM	21 Feb, 2025 09:18:01 PM	0:02:06		Internal
595162102020			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Feb, 2025 08:24:46 PM	25 Feb, 2025 08:30:52 PM	21 Feb, 2025 09:18:01 PM	0:02:06		Internal
595162102020			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Feb, 2025 08:24:46 PM	25 Feb, 2025 08:30:52 PM	21 Feb, 2025 09:18:01 PM	0:02:06		Internal
595162102020			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Feb, 2025 08:24:46 PM	25 Feb, 2025 08:30:52 PM	21 Feb, 2025 09:18:01 PM	0:02:06		Internal
595162102020			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Feb, 2025 08:24:46 PM	25 Feb, 2025 08:30:52 PM	21 Feb, 2025 09:18:01 PM	0:02:06		Internal
595162102020			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Feb, 2025 08:24:46 PM	25 Feb, 2025 08:30:52 PM	21 Feb, 2025 09:18:01 PM	0:02:06		Internal
595162102020			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Feb, 2025 08:24:46 PM	25 Feb, 2025 08:30:52 PM	21 Feb, 2025 09:18:01 PM	0:02:06		Internal
595162102020			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Feb, 2025 08:24:46 PM	25 Feb, 2025 08:30:52 PM	21 Feb, 2025 09:18:01 PM	0:02:06		Internal
595162102020			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		25 Feb, 2025 08:24:46 PM	25 Feb, 2025 08:30:52 PM	21 Feb, 2025 09:18:01 PM	0:02:06		Internal
595162102020			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Feb, 2025 08:24:46 PM	25 Feb, 2025 08:30:52 PM	21 Feb, 2025 09:18:01 PM	0:02:06		Internal
595162102020			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Feb, 2025 08:24:46 PM	25 Feb, 2025 08:30:52 PM	21 Feb, 2025 09:18:01 PM	0:02:06		Internal
595162102020			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Feb, 2025 08:24:46 PM	25 Feb, 2025 08:30:52 PM	21 Feb, 2025 09:18:01 PM	0:02:06		Internal
595161418897			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Feb, 2025 08:01:03 AM	25 Feb, 2025 08:37:57 PM	18 Feb, 2025 02:04:38 PM	0:02:00		Internal
595161418897			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Feb, 2025 08:01:03 AM	25 Feb, 2025 08:37:57 PM	18 Feb, 2025 02:04:38 PM	0:02:00		Internal
595161418897			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Feb, 2025 08:01:03 AM	25 Feb, 2025 08:37:57 PM	18 Feb, 2025 02:04:38 PM	0:02:00		Internal
595161418897			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Feb, 2025 08:01:03 AM	25 Feb, 2025 08:37:57 PM	18 Feb, 2025 02:04:38 PM	0:02:00		Internal
595161418897			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Feb, 2025 08:01:03 AM	25 Feb, 2025 08:37:57 PM	18 Feb, 2025 02:04:38 PM	0:02:00		Internal
595161418897			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		20 Feb, 2025 08:01:03 AM	25 Feb, 2025 08:37:57 PM	18 Feb, 2025 02:04:38 PM	0:02:00		Internal
595161418897			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 Feb, 2025 08:01:03 AM	25 Feb, 2025 08:37:57 PM	18 Feb, 2025 02:04:38 PM	0:02:00		Internal
595161418897			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 Feb, 2025 08:01:03 AM	25 Feb, 2025 08:37:57 PM	18 Feb, 2025 02:04:38 PM	0:02:00		Internal
595161418897			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 Feb, 2025 08:01:03 AM	25 Feb, 2025 08:37:57 PM	18 Feb, 2025 02:04:38 PM	0:02:00		Internal
595161418897			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		20 Feb, 2025 08:01:03 AM	25 Feb, 2025 08:37:57 PM	18 Feb, 2025 02:04:38 PM	0:02:00		Internal
595161418897			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		20 Feb, 2025 08:01:03 AM	25 Feb, 2025 08:37:57 PM	18 Feb, 2025 02:04:38 PM	0:02:00		Internal
595161418897			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Feb, 2025 08:01:03 AM	25 Feb, 2025 08:37:57 PM	18 Feb, 2025 02:04:38 PM	0:02:00		Internal
595161418897			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 Feb, 2025 08:01:03 AM	25 Feb, 2025 08:37:57 PM	18 Feb, 2025 02:04:38 PM	0:02:00		Internal
595161418897			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		20 Feb, 2025 08:01:03 AM	25 Feb, 2025 08:37:57 PM	18 Feb, 2025 02:04:38 PM	0:02:00		Internal
595161418897			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		20 Feb, 2025 08:01:03 AM	25 Feb, 2025 08:37:57 PM	18 Feb, 2025 02:04:38 PM	0:02:00		Internal
595161418897			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Feb, 2025 08:01:03 AM	25 Feb, 2025 08:37:57 PM	18 Feb, 2025 02:04:38 PM	0:02:00		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595161418897	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	[redacted]	20 Feb, 2025 08:01:03 AM	25 Feb, 2025 08:37:57 PM	18 Feb, 2025 02:04:38 PM	0:02:00		Internal
595161418897			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		20 Feb, 2025 08:01:03 AM	25 Feb, 2025 08:37:57 PM	18 Feb, 2025 02:04:38 PM	0:02:00		Internal
595161418897			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		20 Feb, 2025 08:01:03 AM	25 Feb, 2025 08:37:57 PM	18 Feb, 2025 02:04:38 PM	0:02:00		Internal
595161418897			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Feb, 2025 08:01:03 AM	25 Feb, 2025 08:37:57 PM	18 Feb, 2025 02:04:38 PM	0:02:00		Internal
595161418897			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 Feb, 2025 08:01:03 AM	25 Feb, 2025 08:37:57 PM	18 Feb, 2025 02:04:38 PM	0:02:00		Internal
595161418897			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 Feb, 2025 08:01:03 AM	25 Feb, 2025 08:37:57 PM	18 Feb, 2025 02:04:38 PM	0:02:00		Internal
595161418897			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		20 Feb, 2025 08:01:03 AM	25 Feb, 2025 08:37:57 PM	18 Feb, 2025 02:04:38 PM	0:02:00		Internal
595161418897			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 Feb, 2025 08:01:03 AM	25 Feb, 2025 08:37:57 PM	18 Feb, 2025 02:04:38 PM	0:02:00		Internal
595161418897			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Feb, 2025 08:01:03 AM	25 Feb, 2025 08:37:57 PM	18 Feb, 2025 02:04:38 PM	0:02:00		Internal
595161418897			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Feb, 2025 08:01:03 AM	25 Feb, 2025 08:37:57 PM	18 Feb, 2025 02:04:38 PM	0:02:00		Internal
595161698300			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Feb, 2025 05:01:24 AM	25 Feb, 2025 09:26:29 PM	19 Feb, 2025 06:30:31 PM	0:08:04		Internal
595161698300			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Feb, 2025 05:01:24 AM	25 Feb, 2025 09:26:29 PM	19 Feb, 2025 06:30:31 PM	0:08:04		Internal
595161698300			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Feb, 2025 05:01:24 AM	25 Feb, 2025 09:26:29 PM	19 Feb, 2025 06:30:31 PM	0:08:04		Internal
595161698300			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Feb, 2025 05:01:24 AM	25 Feb, 2025 09:26:29 PM	19 Feb, 2025 06:30:31 PM	0:08:04		Internal
595161698300			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Feb, 2025 05:01:24 AM	25 Feb, 2025 09:26:29 PM	19 Feb, 2025 06:30:31 PM	0:08:04		Internal
595161698300			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Feb, 2025 05:01:24 AM	25 Feb, 2025 09:26:29 PM	19 Feb, 2025 06:30:31 PM	0:08:04		Internal
595161698300			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Feb, 2025 05:01:24 AM	25 Feb, 2025 09:26:29 PM	19 Feb, 2025 06:30:31 PM	0:08:04		Internal
595161698300			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Feb, 2025 05:01:24 AM	25 Feb, 2025 09:26:29 PM	19 Feb, 2025 06:30:31 PM	0:08:04		Internal
595161698300			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Feb, 2025 05:01:24 AM	25 Feb, 2025 09:26:29 PM	19 Feb, 2025 06:30:31 PM	0:08:04		Internal
595161698300			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Feb, 2025 05:01:24 AM	25 Feb, 2025 09:26:29 PM	19 Feb, 2025 06:30:31 PM	0:08:04		Internal
595161698300			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Feb, 2025 05:01:24 AM	25 Feb, 2025 09:26:29 PM	19 Feb, 2025 06:30:31 PM	0:08:04		Internal
595161698300			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Feb, 2025 05:01:24 AM	25 Feb, 2025 09:26:29 PM	19 Feb, 2025 06:30:31 PM	0:08:04		Internal
595161698300			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Feb, 2025 05:01:24 AM	25 Feb, 2025 09:26:29 PM	19 Feb, 2025 06:30:31 PM	0:08:04		Internal
595161698300			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Feb, 2025 05:01:24 AM	25 Feb, 2025 09:26:29 PM	19 Feb, 2025 06:30:31 PM	0:08:04		Internal
595161698300			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Feb, 2025 05:01:24 AM	25 Feb, 2025 09:26:29 PM	19 Feb, 2025 06:30:31 PM	0:08:04		Internal
595161698300			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Feb, 2025 05:01:24 AM	25 Feb, 2025 09:26:29 PM	19 Feb, 2025 06:30:31 PM	0:08:04		Internal
595161698300			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Feb, 2025 05:01:24 AM	25 Feb, 2025 09:26:29 PM	19 Feb, 2025 06:30:31 PM	0:08:04		Internal
595161698300			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Feb, 2025 05:01:24 AM	25 Feb, 2025 09:26:29 PM	19 Feb, 2025 06:30:31 PM	0:08:04		Internal
595161698300			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Feb, 2025 05:01:24 AM	25 Feb, 2025 09:26:29 PM	19 Feb, 2025 06:30:31 PM	0:08:04		Internal
595161698300			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Feb, 2025 05:01:24 AM	25 Feb, 2025 09:26:29 PM	19 Feb, 2025 06:30:31 PM	0:08:04		Internal
595161698300			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Feb, 2025 05:01:24 AM	25 Feb, 2025 09:26:29 PM	19 Feb, 2025 06:30:31 PM	0:08:04		Internal
595161698300			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Feb, 2025 05:01:24 AM	25 Feb, 2025 09:26:29 PM	19 Feb, 2025 06:30:31 PM	0:08:04		Internal
595161698300			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		21 Feb, 2025 05:01:24 AM	25 Feb, 2025 09:26:29 PM	19 Feb, 2025 06:30:31 PM	0:08:04		Internal
595161698300			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Feb, 2025 05:01:24 AM	25 Feb, 2025 09:26:29 PM	19 Feb, 2025 06:30:31 PM	0:08:04		Internal
595161698300			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Feb, 2025 05:01:24 AM	25 Feb, 2025 09:26:29 PM	19 Feb, 2025 06:30:31 PM	0:08:04		Internal
595161698300			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Feb, 2025 05:01:24 AM	25 Feb, 2025 09:26:29 PM	19 Feb, 2025 06:30:31 PM	0:08:04		Internal
595160923687			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Feb, 2025 10:31:02 PM	26 Feb, 2025 02:25:35 PM	13 Feb, 2025 05:07:10 PM	0:09:50		Internal
595160923687			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Feb, 2025 10:31:02 PM	26 Feb, 2025 02:25:35 PM	13 Feb, 2025 05:07:10 PM	0:09:50		Internal
595160923687			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Feb, 2025 10:31:02 PM	26 Feb, 2025 02:25:35 PM	13 Feb, 2025 05:07:10 PM	0:09:50		Internal
595160923687			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Feb, 2025 10:31:02 PM	26 Feb, 2025 02:25:35 PM	13 Feb, 2025 05:07:10 PM	0:09:50		Internal
595160923687			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Feb, 2025 10:31:02 PM	26 Feb, 2025 02:25:35 PM	13 Feb, 2025 05:07:10 PM	0:09:50		Internal
595160923687			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Feb, 2025 10:31:02 PM	26 Feb, 2025 02:25:35 PM	13 Feb, 2025 05:07:10 PM	0:09:50		Internal
595160923687			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Feb, 2025 10:31:02 PM	26 Feb, 2025 02:25:35 PM	13 Feb, 2025 05:07:10 PM	0:09:50		Internal
595160923687			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Feb, 2025 10:31:02 PM	26 Feb, 2025 02:25:35 PM	13 Feb, 2025 05:07:10 PM	0:09:50		Internal
595160923687			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Feb, 2025 10:31:02 PM	26 Feb, 2025 02:25:35 PM	13 Feb, 2025 05:07:10 PM	0:09:50		Internal
595160923687			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Feb, 2025 10:31:02 PM	26 Feb, 2025 02:25:35 PM	13 Feb, 2025 05:07:10 PM	0:09:50		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595160923687	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	14 Feb, 2025 10:31:02 PM	26 Feb, 2025 02:25:35 PM	13 Feb, 2025 05:07:10 PM	0:09:50		Internal
595160923687			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Feb, 2025 10:31:02 PM	26 Feb, 2025 02:25:35 PM	13 Feb, 2025 05:07:10 PM	0:09:50		Internal
595160923687			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Feb, 2025 10:31:02 PM	26 Feb, 2025 02:25:35 PM	13 Feb, 2025 05:07:10 PM	0:09:50		Internal
595160923687			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Feb, 2025 10:31:02 PM	26 Feb, 2025 02:25:35 PM	13 Feb, 2025 05:07:10 PM	0:09:50		Internal
595160923687			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Feb, 2025 10:31:02 PM	26 Feb, 2025 02:25:35 PM	13 Feb, 2025 05:07:10 PM	0:09:50		Internal
595160923687			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Feb, 2025 10:31:02 PM	26 Feb, 2025 02:25:35 PM	13 Feb, 2025 05:07:10 PM	0:09:50		Internal
595160923687			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Feb, 2025 10:31:02 PM	26 Feb, 2025 02:25:35 PM	13 Feb, 2025 05:07:10 PM	0:09:50		Internal
595160923687			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Feb, 2025 10:31:02 PM	26 Feb, 2025 02:25:35 PM	13 Feb, 2025 05:07:10 PM	0:09:50		Internal
595160923687			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Feb, 2025 10:31:02 PM	26 Feb, 2025 02:25:35 PM	13 Feb, 2025 05:07:10 PM	0:09:50		Internal
595160923687			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Feb, 2025 10:31:02 PM	26 Feb, 2025 02:25:35 PM	13 Feb, 2025 05:07:10 PM	0:09:50		Internal
595160923687			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Feb, 2025 10:31:02 PM	26 Feb, 2025 02:25:35 PM	13 Feb, 2025 05:07:10 PM	0:09:50		Internal
595160923687			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Feb, 2025 10:31:02 PM	26 Feb, 2025 02:25:35 PM	13 Feb, 2025 05:07:10 PM	0:09:50		Internal
595160923687			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		14 Feb, 2025 10:31:02 PM	26 Feb, 2025 02:25:35 PM	13 Feb, 2025 05:07:10 PM	0:09:50		Internal
595160923687			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Feb, 2025 10:31:02 PM	26 Feb, 2025 02:25:35 PM	13 Feb, 2025 05:07:10 PM	0:09:50		Internal
595160923687			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Feb, 2025 10:31:02 PM	26 Feb, 2025 02:25:35 PM	13 Feb, 2025 05:07:10 PM	0:09:50		Internal
595160923687			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Feb, 2025 10:31:02 PM	26 Feb, 2025 02:25:35 PM	13 Feb, 2025 05:07:10 PM	0:09:50		Internal
595162179487			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Feb, 2025 07:00:48 PM	26 Feb, 2025 02:32:15 PM	23 Feb, 2025 05:49:13 PM	0:03:45		Internal
595162179487			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Feb, 2025 07:00:48 PM	26 Feb, 2025 02:32:15 PM	23 Feb, 2025 05:49:13 PM	0:03:45		Internal
595162179487			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Feb, 2025 07:00:48 PM	26 Feb, 2025 02:32:15 PM	23 Feb, 2025 05:49:13 PM	0:03:45		Internal
595162179487			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Feb, 2025 07:00:48 PM	26 Feb, 2025 02:32:15 PM	23 Feb, 2025 05:49:13 PM	0:03:45		Internal
595162179487			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Feb, 2025 07:00:48 PM	26 Feb, 2025 02:32:15 PM	23 Feb, 2025 05:49:13 PM	0:03:45		Internal
595162179487			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Feb, 2025 07:00:48 PM	26 Feb, 2025 02:32:15 PM	23 Feb, 2025 05:49:13 PM	0:03:45		Internal
595162179487			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Feb, 2025 07:00:48 PM	26 Feb, 2025 02:32:15 PM	23 Feb, 2025 05:49:13 PM	0:03:45		Internal
595162179487			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Feb, 2025 07:00:48 PM	26 Feb, 2025 02:32:15 PM	23 Feb, 2025 05:49:13 PM	0:03:45		Internal
595162179487			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Feb, 2025 07:00:48 PM	26 Feb, 2025 02:32:15 PM	23 Feb, 2025 05:49:13 PM	0:03:45		Internal
595162179487			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Feb, 2025 07:00:48 PM	26 Feb, 2025 02:32:15 PM	23 Feb, 2025 05:49:13 PM	0:03:45		Internal
595162179487			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Feb, 2025 07:00:48 PM	26 Feb, 2025 02:32:15 PM	23 Feb, 2025 05:49:13 PM	0:03:45		Internal
595162179487			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Feb, 2025 07:00:48 PM	26 Feb, 2025 02:32:15 PM	23 Feb, 2025 05:49:13 PM	0:03:45		Internal
595162179487			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Feb, 2025 07:00:48 PM	26 Feb, 2025 02:32:15 PM	23 Feb, 2025 05:49:13 PM	0:03:45		Internal
595162179487			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Feb, 2025 07:00:48 PM	26 Feb, 2025 02:32:15 PM	23 Feb, 2025 05:49:13 PM	0:03:45		Internal
595162179487			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Feb, 2025 07:00:48 PM	26 Feb, 2025 02:32:15 PM	23 Feb, 2025 05:49:13 PM	0:03:45		Internal
595162179487			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Feb, 2025 07:00:48 PM	26 Feb, 2025 02:32:15 PM	23 Feb, 2025 05:49:13 PM	0:03:45		Internal
595162179487			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Feb, 2025 07:00:48 PM	26 Feb, 2025 02:32:15 PM	23 Feb, 2025 05:49:13 PM	0:03:45		Internal
595162179487			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Feb, 2025 07:00:48 PM	26 Feb, 2025 02:32:15 PM	23 Feb, 2025 05:49:13 PM	0:03:45		Internal
595162179487			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Feb, 2025 07:00:48 PM	26 Feb, 2025 02:32:15 PM	23 Feb, 2025 05:49:13 PM	0:03:45		Internal
595162179487			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Feb, 2025 07:00:48 PM	26 Feb, 2025 02:32:15 PM	23 Feb, 2025 05:49:13 PM	0:03:45		Internal
595162179487			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Feb, 2025 07:00:48 PM	26 Feb, 2025 02:32:15 PM	23 Feb, 2025 05:49:13 PM	0:03:45		Internal
595162179487			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Feb, 2025 07:00:48 PM	26 Feb, 2025 02:32:15 PM	23 Feb, 2025 05:49:13 PM	0:03:45		Internal
595162179487			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		23 Feb, 2025 07:00:48 PM	26 Feb, 2025 02:32:15 PM	23 Feb, 2025 05:49:13 PM	0:03:45		Internal
595162179487			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Feb, 2025 07:00:48 PM	26 Feb, 2025 02:32:15 PM	23 Feb, 2025 05:49:13 PM	0:03:45		Internal
595162179487			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Feb, 2025 07:00:48 PM	26 Feb, 2025 02:32:15 PM	23 Feb, 2025 05:49:13 PM	0:03:45		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595162179487	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	[redacted]	23 Feb, 2025 07:00:48 PM	26 Feb, 2025 02:32:15 PM	23 Feb, 2025 05:49:13 PM	0:03:45		Internal
595161820677			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Feb, 2025 02:46:44 PM	26 Feb, 2025 02:49:38 PM	20 Feb, 2025 02:36:33 PM	0:01:33		Internal
595161820677			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Feb, 2025 02:46:44 PM	26 Feb, 2025 02:49:38 PM	20 Feb, 2025 02:36:33 PM	0:01:33		Internal
595161820677			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Feb, 2025 02:46:44 PM	26 Feb, 2025 02:49:38 PM	20 Feb, 2025 02:36:33 PM	0:01:33		Internal
595161820677			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Feb, 2025 02:46:44 PM	26 Feb, 2025 02:49:38 PM	20 Feb, 2025 02:36:33 PM	0:01:33		Internal
595161820677			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Feb, 2025 02:46:44 PM	26 Feb, 2025 02:49:38 PM	20 Feb, 2025 02:36:33 PM	0:01:33		Internal
595161820677			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Feb, 2025 02:46:44 PM	26 Feb, 2025 02:49:38 PM	20 Feb, 2025 02:36:33 PM	0:01:33		Internal
595161820677			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Feb, 2025 02:46:44 PM	26 Feb, 2025 02:49:38 PM	20 Feb, 2025 02:36:33 PM	0:01:33		Internal
595161820677			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Feb, 2025 02:46:44 PM	26 Feb, 2025 02:49:38 PM	20 Feb, 2025 02:36:33 PM	0:01:33		Internal
595161820677			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Feb, 2025 02:46:44 PM	26 Feb, 2025 02:49:38 PM	20 Feb, 2025 02:36:33 PM	0:01:33		Internal
595161820677			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Feb, 2025 02:46:44 PM	26 Feb, 2025 02:49:38 PM	20 Feb, 2025 02:36:33 PM	0:01:33		Internal
595161820677			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Feb, 2025 02:46:44 PM	26 Feb, 2025 02:49:38 PM	20 Feb, 2025 02:36:33 PM	0:01:33		Internal
595161820677			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Feb, 2025 02:46:44 PM	26 Feb, 2025 02:49:38 PM	20 Feb, 2025 02:36:33 PM	0:01:33		Internal
595161820677			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Feb, 2025 02:46:44 PM	26 Feb, 2025 02:49:38 PM	20 Feb, 2025 02:36:33 PM	0:01:33		Internal
595161820677			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Feb, 2025 02:46:44 PM	26 Feb, 2025 02:49:38 PM	20 Feb, 2025 02:36:33 PM	0:01:33		Internal
595161820677			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Feb, 2025 02:46:44 PM	26 Feb, 2025 02:49:38 PM	20 Feb, 2025 02:36:33 PM	0:01:33		Internal
595161820677			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Feb, 2025 02:46:44 PM	26 Feb, 2025 02:49:38 PM	20 Feb, 2025 02:36:33 PM	0:01:33		Internal
595161820677			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Feb, 2025 02:46:44 PM	26 Feb, 2025 02:49:38 PM	20 Feb, 2025 02:36:33 PM	0:01:33		Internal
595161820677			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Feb, 2025 02:46:44 PM	26 Feb, 2025 02:49:38 PM	20 Feb, 2025 02:36:33 PM	0:01:33		Internal
595161820677			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Feb, 2025 02:46:44 PM	26 Feb, 2025 02:49:38 PM	20 Feb, 2025 02:36:33 PM	0:01:33		Internal
595161820677			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Feb, 2025 02:46:44 PM	26 Feb, 2025 02:49:38 PM	20 Feb, 2025 02:36:33 PM	0:01:33		Internal
595161820677			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Feb, 2025 02:46:44 PM	26 Feb, 2025 02:49:38 PM	20 Feb, 2025 02:36:33 PM	0:01:33		Internal
595161820677			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Feb, 2025 02:46:44 PM	26 Feb, 2025 02:49:38 PM	20 Feb, 2025 02:36:33 PM	0:01:33		Internal
595161820677			CTE_Bus_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		26 Feb, 2025 02:46:44 PM	26 Feb, 2025 02:49:38 PM	20 Feb, 2025 02:36:33 PM	0:01:33		Internal
595161820677			CTE_Bus_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Feb, 2025 02:46:44 PM	26 Feb, 2025 02:49:38 PM	20 Feb, 2025 02:36:33 PM	0:01:33		Internal
595161820677			CTE_Bus_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Feb, 2025 02:46:44 PM	26 Feb, 2025 02:49:38 PM	20 Feb, 2025 02:36:33 PM	0:01:33		Internal
595161820677			CTE_Bus_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Feb, 2025 02:46:44 PM	26 Feb, 2025 02:49:38 PM	20 Feb, 2025 02:36:33 PM	0:01:33		Internal
595161984046			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Feb, 2025 03:27:32 PM	26 Feb, 2025 03:45:02 PM	21 Feb, 2025 02:06:02 PM	0:03:13		Internal
595161984046			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Feb, 2025 03:27:32 PM	26 Feb, 2025 03:45:02 PM	21 Feb, 2025 02:06:02 PM	0:03:13		Internal
595161984046			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Feb, 2025 03:27:32 PM	26 Feb, 2025 03:45:02 PM	21 Feb, 2025 02:06:02 PM	0:03:13		Internal
595161984046			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Feb, 2025 03:27:32 PM	26 Feb, 2025 03:45:02 PM	21 Feb, 2025 02:06:02 PM	0:03:13		Internal
595161984046			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Feb, 2025 03:27:32 PM	26 Feb, 2025 03:45:02 PM	21 Feb, 2025 02:06:02 PM	0:03:13		Internal
595161984046			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Feb, 2025 03:27:32 PM	26 Feb, 2025 03:45:02 PM	21 Feb, 2025 02:06:02 PM	0:03:13		Internal
595161984046			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Feb, 2025 03:27:32 PM	26 Feb, 2025 03:45:02 PM	21 Feb, 2025 02:06:02 PM	0:03:13		Internal
595161984046			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Feb, 2025 03:27:32 PM	26 Feb, 2025 03:45:02 PM	21 Feb, 2025 02:06:02 PM	0:03:13		Internal
595161984046			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Feb, 2025 03:27:32 PM	26 Feb, 2025 03:45:02 PM	21 Feb, 2025 02:06:02 PM	0:03:13		Internal
595161984046			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Feb, 2025 03:27:32 PM	26 Feb, 2025 03:45:02 PM	21 Feb, 2025 02:06:02 PM	0:03:13		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595161984046	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	26 Feb, 2025 03:27:32 PM	26 Feb, 2025 03:45:02 PM	21 Feb, 2025 02:06:02 PM	0:03:13		Internal
595161984046			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Feb, 2025 03:27:32 PM	26 Feb, 2025 03:45:02 PM	21 Feb, 2025 02:06:02 PM	0:03:13		Internal
595161984046			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Feb, 2025 03:27:32 PM	26 Feb, 2025 03:45:02 PM	21 Feb, 2025 02:06:02 PM	0:03:13		Internal
595161984046			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Feb, 2025 03:27:32 PM	26 Feb, 2025 03:45:02 PM	21 Feb, 2025 02:06:02 PM	0:03:13		Internal
595161984046			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Feb, 2025 03:27:32 PM	26 Feb, 2025 03:45:02 PM	21 Feb, 2025 02:06:02 PM	0:03:13		Internal
595161984046			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Feb, 2025 03:27:32 PM	26 Feb, 2025 03:45:02 PM	21 Feb, 2025 02:06:02 PM	0:03:13		Internal
595161984046			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Feb, 2025 03:27:32 PM	26 Feb, 2025 03:45:02 PM	21 Feb, 2025 02:06:02 PM	0:03:13		Internal
595161984046			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Feb, 2025 03:27:32 PM	26 Feb, 2025 03:45:02 PM	21 Feb, 2025 02:06:02 PM	0:03:13		Internal
595161984046			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Feb, 2025 03:27:32 PM	26 Feb, 2025 03:45:02 PM	21 Feb, 2025 02:06:02 PM	0:03:13		Internal
595161984046			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Feb, 2025 03:27:32 PM	26 Feb, 2025 03:45:02 PM	21 Feb, 2025 02:06:02 PM	0:03:13		Internal
595161984046			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Feb, 2025 03:27:32 PM	26 Feb, 2025 03:45:02 PM	21 Feb, 2025 02:06:02 PM	0:03:13		Internal
595161984046			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Feb, 2025 03:27:32 PM	26 Feb, 2025 03:45:02 PM	21 Feb, 2025 02:06:02 PM	0:03:13		Internal
595161984046			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		26 Feb, 2025 03:27:32 PM	26 Feb, 2025 03:45:02 PM	21 Feb, 2025 02:06:02 PM	0:03:13		Internal
595161984046			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Feb, 2025 03:27:32 PM	26 Feb, 2025 03:45:02 PM	21 Feb, 2025 02:06:02 PM	0:03:13		Internal
595161984046			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Feb, 2025 03:27:32 PM	26 Feb, 2025 03:45:02 PM	21 Feb, 2025 02:06:02 PM	0:03:13		Internal
595161984046			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Feb, 2025 03:27:32 PM	26 Feb, 2025 03:45:02 PM	21 Feb, 2025 02:06:02 PM	0:03:13		Internal
595162244323			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Feb, 2025 04:14:46 PM	26 Feb, 2025 04:18:57 PM	24 Feb, 2025 03:46:07 PM	0:03:19		Internal
595162244323			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Feb, 2025 04:14:46 PM	26 Feb, 2025 04:18:57 PM	24 Feb, 2025 03:46:07 PM	0:03:19		Internal
595162244323			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Feb, 2025 04:14:46 PM	26 Feb, 2025 04:18:57 PM	24 Feb, 2025 03:46:07 PM	0:03:19		Internal
595162244323			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Feb, 2025 04:14:46 PM	26 Feb, 2025 04:18:57 PM	24 Feb, 2025 03:46:07 PM	0:03:19		Internal
595162244323			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Feb, 2025 04:14:46 PM	26 Feb, 2025 04:18:57 PM	24 Feb, 2025 03:46:07 PM	0:03:19		Internal
595162244323			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Feb, 2025 04:14:46 PM	26 Feb, 2025 04:18:57 PM	24 Feb, 2025 03:46:07 PM	0:03:19		Internal
595162244323			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Feb, 2025 04:14:46 PM	26 Feb, 2025 04:18:57 PM	24 Feb, 2025 03:46:07 PM	0:03:19		Internal
595162244323			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Feb, 2025 04:14:46 PM	26 Feb, 2025 04:18:57 PM	24 Feb, 2025 03:46:07 PM	0:03:19		Internal
595162244323			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Feb, 2025 04:14:46 PM	26 Feb, 2025 04:18:57 PM	24 Feb, 2025 03:46:07 PM	0:03:19		Internal
595162244323			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Feb, 2025 04:14:46 PM	26 Feb, 2025 04:18:57 PM	24 Feb, 2025 03:46:07 PM	0:03:19		Internal
595162244323			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Feb, 2025 04:14:46 PM	26 Feb, 2025 04:18:57 PM	24 Feb, 2025 03:46:07 PM	0:03:19		Internal
595162244323			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Feb, 2025 04:14:46 PM	26 Feb, 2025 04:18:57 PM	24 Feb, 2025 03:46:07 PM	0:03:19		Internal
595162244323			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Feb, 2025 04:14:46 PM	26 Feb, 2025 04:18:57 PM	24 Feb, 2025 03:46:07 PM	0:03:19		Internal
595162244323			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Feb, 2025 04:14:46 PM	26 Feb, 2025 04:18:57 PM	24 Feb, 2025 03:46:07 PM	0:03:19		Internal
595162244323			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Feb, 2025 04:14:46 PM	26 Feb, 2025 04:18:57 PM	24 Feb, 2025 03:46:07 PM	0:03:19		Internal
595162244323			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Feb, 2025 04:14:46 PM	26 Feb, 2025 04:18:57 PM	24 Feb, 2025 03:46:07 PM	0:03:19		Internal
595162244323			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Feb, 2025 04:14:46 PM	26 Feb, 2025 04:18:57 PM	24 Feb, 2025 03:46:07 PM	0:03:19		Internal
595162244323			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Feb, 2025 04:14:46 PM	26 Feb, 2025 04:18:57 PM	24 Feb, 2025 03:46:07 PM	0:03:19		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595162244323	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	26 Feb, 2025 04:14:46 PM	26 Feb, 2025 04:18:57 PM	24 Feb, 2025 03:46:07 PM	0:03:19		Internal
595162244323			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Feb, 2025 04:14:46 PM	26 Feb, 2025 04:18:57 PM	24 Feb, 2025 03:46:07 PM	0:03:19		Internal
595162244323			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Feb, 2025 04:14:46 PM	26 Feb, 2025 04:18:57 PM	24 Feb, 2025 03:46:07 PM	0:03:19		Internal
595162244323			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Feb, 2025 04:14:46 PM	26 Feb, 2025 04:18:57 PM	24 Feb, 2025 03:46:07 PM	0:03:19		Internal
595162244323			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		26 Feb, 2025 04:14:46 PM	26 Feb, 2025 04:18:57 PM	24 Feb, 2025 03:46:07 PM	0:03:19		Internal
595162244323			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Feb, 2025 04:14:46 PM	26 Feb, 2025 04:18:57 PM	24 Feb, 2025 03:46:07 PM	0:03:19		Internal
595162244323			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Feb, 2025 04:14:46 PM	26 Feb, 2025 04:18:57 PM	24 Feb, 2025 03:46:07 PM	0:03:19		Internal
595162244323			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Feb, 2025 04:14:46 PM	26 Feb, 2025 04:18:57 PM	24 Feb, 2025 03:46:07 PM	0:03:19		Internal
595162016454			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Feb, 2025 04:58:58 PM	26 Feb, 2025 05:02:42 PM	21 Feb, 2025 04:14:23 PM	0:02:28		Internal
595162016454			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Feb, 2025 04:58:58 PM	26 Feb, 2025 05:02:42 PM	21 Feb, 2025 04:14:23 PM	0:02:28		Internal
595162016454			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Feb, 2025 04:58:58 PM	26 Feb, 2025 05:02:42 PM	21 Feb, 2025 04:14:23 PM	0:02:28		Internal
595162016454			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Feb, 2025 04:58:58 PM	26 Feb, 2025 05:02:42 PM	21 Feb, 2025 04:14:23 PM	0:02:28		Internal
595162016454			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Feb, 2025 04:58:58 PM	26 Feb, 2025 05:02:42 PM	21 Feb, 2025 04:14:23 PM	0:02:28		Internal
595162016454			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Feb, 2025 04:58:58 PM	26 Feb, 2025 05:02:42 PM	21 Feb, 2025 04:14:23 PM	0:02:28		Internal
595162016454			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Feb, 2025 04:58:58 PM	26 Feb, 2025 05:02:42 PM	21 Feb, 2025 04:14:23 PM	0:02:28		Internal
595162016454			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Feb, 2025 04:58:58 PM	26 Feb, 2025 05:02:42 PM	21 Feb, 2025 04:14:23 PM	0:02:28		Internal
595162016454			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Feb, 2025 04:58:58 PM	26 Feb, 2025 05:02:42 PM	21 Feb, 2025 04:14:23 PM	0:02:28		Internal
595162016454			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Feb, 2025 04:58:58 PM	26 Feb, 2025 05:02:42 PM	21 Feb, 2025 04:14:23 PM	0:02:28		Internal
595162016454			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Feb, 2025 04:58:58 PM	26 Feb, 2025 05:02:42 PM	21 Feb, 2025 04:14:23 PM	0:02:28		Internal
595162016454			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Feb, 2025 04:58:58 PM	26 Feb, 2025 05:02:42 PM	21 Feb, 2025 04:14:23 PM	0:02:28		Internal
595162016454			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Feb, 2025 04:58:58 PM	26 Feb, 2025 05:02:42 PM	21 Feb, 2025 04:14:23 PM	0:02:28		Internal
595162016454			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Feb, 2025 04:58:58 PM	26 Feb, 2025 05:02:42 PM	21 Feb, 2025 04:14:23 PM	0:02:28		Internal
595162016454			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Feb, 2025 04:58:58 PM	26 Feb, 2025 05:02:42 PM	21 Feb, 2025 04:14:23 PM	0:02:28		Internal
595162016454			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Feb, 2025 04:58:58 PM	26 Feb, 2025 05:02:42 PM	21 Feb, 2025 04:14:23 PM	0:02:28		Internal
595162016454			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Feb, 2025 04:58:58 PM	26 Feb, 2025 05:02:42 PM	21 Feb, 2025 04:14:23 PM	0:02:28		Internal
595162016454			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Feb, 2025 04:58:58 PM	26 Feb, 2025 05:02:42 PM	21 Feb, 2025 04:14:23 PM	0:02:28		Internal
595162016454			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Feb, 2025 04:58:58 PM	26 Feb, 2025 05:02:42 PM	21 Feb, 2025 04:14:23 PM	0:02:28		Internal
595162016454			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Feb, 2025 04:58:58 PM	26 Feb, 2025 05:02:42 PM	21 Feb, 2025 04:14:23 PM	0:02:28		Internal
595162016454			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Feb, 2025 04:58:58 PM	26 Feb, 2025 05:02:42 PM	21 Feb, 2025 04:14:23 PM	0:02:28		Internal
595162016454			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Feb, 2025 04:58:58 PM	26 Feb, 2025 05:02:42 PM	21 Feb, 2025 04:14:23 PM	0:02:28		Internal
595162016454			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		26 Feb, 2025 04:58:58 PM	26 Feb, 2025 05:02:42 PM	21 Feb, 2025 04:14:23 PM	0:02:28		Internal
595162016454			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Feb, 2025 04:58:58 PM	26 Feb, 2025 05:02:42 PM	21 Feb, 2025 04:14:23 PM	0:02:28		Internal
595162016454			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Feb, 2025 04:58:58 PM	26 Feb, 2025 05:02:42 PM	21 Feb, 2025 04:14:23 PM	0:02:28		Internal
595162016454			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Feb, 2025 04:58:58 PM	26 Feb, 2025 05:02:42 PM	21 Feb, 2025 04:14:23 PM	0:02:28		Internal
595161972727			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Feb, 2025 05:19:13 PM	26 Feb, 2025 05:24:39 PM	21 Feb, 2025 01:08:39 PM	0:02:34		Internal
595161972727			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Feb, 2025 05:19:13 PM	26 Feb, 2025 05:24:39 PM	21 Feb, 2025 01:08:39 PM	0:02:34		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595161972727	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	[redacted]	26 Feb, 2025 05:19:13 PM	26 Feb, 2025 05:24:39 PM	21 Feb, 2025 01:08:39 PM	0:02:34		Internal
595161972727			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Feb, 2025 05:19:13 PM	26 Feb, 2025 05:24:39 PM	21 Feb, 2025 01:08:39 PM	0:02:34		Internal
595161972727			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Feb, 2025 05:19:13 PM	26 Feb, 2025 05:24:39 PM	21 Feb, 2025 01:08:39 PM	0:02:34		Internal
595161972727			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Feb, 2025 05:19:13 PM	26 Feb, 2025 05:24:39 PM	21 Feb, 2025 01:08:39 PM	0:02:34		Internal
595161972727			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Feb, 2025 05:19:13 PM	26 Feb, 2025 05:24:39 PM	21 Feb, 2025 01:08:39 PM	0:02:34		Internal
595161972727			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Feb, 2025 05:19:13 PM	26 Feb, 2025 05:24:39 PM	21 Feb, 2025 01:08:39 PM	0:02:34		Internal
595161972727			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Feb, 2025 05:19:13 PM	26 Feb, 2025 05:24:39 PM	21 Feb, 2025 01:08:39 PM	0:02:34		Internal
595161972727			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Feb, 2025 05:19:13 PM	26 Feb, 2025 05:24:39 PM	21 Feb, 2025 01:08:39 PM	0:02:34		Internal
595161972727			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Feb, 2025 05:19:13 PM	26 Feb, 2025 05:24:39 PM	21 Feb, 2025 01:08:39 PM	0:02:34		Internal
595161972727			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Feb, 2025 05:19:13 PM	26 Feb, 2025 05:24:39 PM	21 Feb, 2025 01:08:39 PM	0:02:34		Internal
595161972727			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Feb, 2025 05:19:13 PM	26 Feb, 2025 05:24:39 PM	21 Feb, 2025 01:08:39 PM	0:02:34		Internal
595161972727			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Feb, 2025 05:19:13 PM	26 Feb, 2025 05:24:39 PM	21 Feb, 2025 01:08:39 PM	0:02:34		Internal
595161972727			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Feb, 2025 05:19:13 PM	26 Feb, 2025 05:24:39 PM	21 Feb, 2025 01:08:39 PM	0:02:34		Internal
595161972727			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Feb, 2025 05:19:13 PM	26 Feb, 2025 05:24:39 PM	21 Feb, 2025 01:08:39 PM	0:02:34		Internal
595161972727			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Feb, 2025 05:19:13 PM	26 Feb, 2025 05:24:39 PM	21 Feb, 2025 01:08:39 PM	0:02:34		Internal
595161972727			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Feb, 2025 05:19:13 PM	26 Feb, 2025 05:24:39 PM	21 Feb, 2025 01:08:39 PM	0:02:34		Internal
595161972727			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Feb, 2025 05:19:13 PM	26 Feb, 2025 05:24:39 PM	21 Feb, 2025 01:08:39 PM	0:02:34		Internal
595161972727			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Feb, 2025 05:19:13 PM	26 Feb, 2025 05:24:39 PM	21 Feb, 2025 01:08:39 PM	0:02:34		Internal
595161972727			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Feb, 2025 05:19:13 PM	26 Feb, 2025 05:24:39 PM	21 Feb, 2025 01:08:39 PM	0:02:34		Internal
595161972727			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Feb, 2025 05:19:13 PM	26 Feb, 2025 05:24:39 PM	21 Feb, 2025 01:08:39 PM	0:02:34		Internal
595161972727			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		26 Feb, 2025 05:19:13 PM	26 Feb, 2025 05:24:39 PM	21 Feb, 2025 01:08:39 PM	0:02:34		Internal
595161972727			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Feb, 2025 05:19:13 PM	26 Feb, 2025 05:24:39 PM	21 Feb, 2025 01:08:39 PM	0:02:34		Internal
595161972727			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Feb, 2025 05:19:13 PM	26 Feb, 2025 05:24:39 PM	21 Feb, 2025 01:08:39 PM	0:02:34		Internal
595161972727			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Feb, 2025 05:19:13 PM	26 Feb, 2025 05:24:39 PM	21 Feb, 2025 01:08:39 PM	0:02:34		Internal
595161781610			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Feb, 2025 05:30:00 PM	26 Feb, 2025 05:38:56 PM	19 Feb, 2025 10:34:51 PM	0:03:19		Internal
595161781610			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Feb, 2025 05:30:00 PM	26 Feb, 2025 05:38:56 PM	19 Feb, 2025 10:34:51 PM	0:03:19		Internal
595161781610			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Feb, 2025 05:30:00 PM	26 Feb, 2025 05:38:56 PM	19 Feb, 2025 10:34:51 PM	0:03:19		Internal
595161781610			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Feb, 2025 05:30:00 PM	26 Feb, 2025 05:38:56 PM	19 Feb, 2025 10:34:51 PM	0:03:19		Internal
595161781610			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Feb, 2025 05:30:00 PM	26 Feb, 2025 05:38:56 PM	19 Feb, 2025 10:34:51 PM	0:03:19		Internal
595161781610			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Feb, 2025 05:30:00 PM	26 Feb, 2025 05:38:56 PM	19 Feb, 2025 10:34:51 PM	0:03:19		Internal
595161781610			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Feb, 2025 05:30:00 PM	26 Feb, 2025 05:38:56 PM	19 Feb, 2025 10:34:51 PM	0:03:19		Internal
595161781610			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Feb, 2025 05:30:00 PM	26 Feb, 2025 05:38:56 PM	19 Feb, 2025 10:34:51 PM	0:03:19		Internal
595161781610			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Feb, 2025 05:30:00 PM	26 Feb, 2025 05:38:56 PM	19 Feb, 2025 10:34:51 PM	0:03:19		Internal
595161781610			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Feb, 2025 05:30:00 PM	26 Feb, 2025 05:38:56 PM	19 Feb, 2025 10:34:51 PM	0:03:19		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595161781610	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	26 Feb, 2025 05:30:00 PM	26 Feb, 2025 05:38:56 PM	19 Feb, 2025 10:34:51 PM	0:03:19		Internal
595161781610			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Feb, 2025 05:30:00 PM	26 Feb, 2025 05:38:56 PM	19 Feb, 2025 10:34:51 PM	0:03:19		Internal
595161781610			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Feb, 2025 05:30:00 PM	26 Feb, 2025 05:38:56 PM	19 Feb, 2025 10:34:51 PM	0:03:19		Internal
595161781610			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Feb, 2025 05:30:00 PM	26 Feb, 2025 05:38:56 PM	19 Feb, 2025 10:34:51 PM	0:03:19		Internal
595161781610			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Feb, 2025 05:30:00 PM	26 Feb, 2025 05:38:56 PM	19 Feb, 2025 10:34:51 PM	0:03:19		Internal
595161781610			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Feb, 2025 05:30:00 PM	26 Feb, 2025 05:38:56 PM	19 Feb, 2025 10:34:51 PM	0:03:19		Internal
595161781610			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Feb, 2025 05:30:00 PM	26 Feb, 2025 05:38:56 PM	19 Feb, 2025 10:34:51 PM	0:03:19		Internal
595161781610			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Feb, 2025 05:30:00 PM	26 Feb, 2025 05:38:56 PM	19 Feb, 2025 10:34:51 PM	0:03:19		Internal
595161781610			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Feb, 2025 05:30:00 PM	26 Feb, 2025 05:38:56 PM	19 Feb, 2025 10:34:51 PM	0:03:19		Internal
595161781610			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Feb, 2025 05:30:00 PM	26 Feb, 2025 05:38:56 PM	19 Feb, 2025 10:34:51 PM	0:03:19		Internal
595161781610			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Feb, 2025 05:30:00 PM	26 Feb, 2025 05:38:56 PM	19 Feb, 2025 10:34:51 PM	0:03:19		Internal
595161781610			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Feb, 2025 05:30:00 PM	26 Feb, 2025 05:38:56 PM	19 Feb, 2025 10:34:51 PM	0:03:19		Internal
595161781610			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		26 Feb, 2025 05:30:00 PM	26 Feb, 2025 05:38:56 PM	19 Feb, 2025 10:34:51 PM	0:03:19		Internal
595161781610			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Feb, 2025 05:30:00 PM	26 Feb, 2025 05:38:56 PM	19 Feb, 2025 10:34:51 PM	0:03:19		Internal
595161781610			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Feb, 2025 05:30:00 PM	26 Feb, 2025 05:38:56 PM	19 Feb, 2025 10:34:51 PM	0:03:19		Internal
595161781610			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Feb, 2025 05:30:00 PM	26 Feb, 2025 05:38:56 PM	19 Feb, 2025 10:34:51 PM	0:03:19		Internal
595161721741			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Feb, 2025 05:49:33 PM	26 Feb, 2025 05:54:51 PM	19 Feb, 2025 07:31:01 PM	0:02:39		Internal
595161721741			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Feb, 2025 05:49:33 PM	26 Feb, 2025 05:54:51 PM	19 Feb, 2025 07:31:01 PM	0:02:39		Internal
595161721741			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Feb, 2025 05:49:33 PM	26 Feb, 2025 05:54:51 PM	19 Feb, 2025 07:31:01 PM	0:02:39		Internal
595161721741			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Feb, 2025 05:49:33 PM	26 Feb, 2025 05:54:51 PM	19 Feb, 2025 07:31:01 PM	0:02:39		Internal
595161721741			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Feb, 2025 05:49:33 PM	26 Feb, 2025 05:54:51 PM	19 Feb, 2025 07:31:01 PM	0:02:39		Internal
595161721741			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Feb, 2025 05:49:33 PM	26 Feb, 2025 05:54:51 PM	19 Feb, 2025 07:31:01 PM	0:02:39		Internal
595161721741			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Feb, 2025 05:49:33 PM	26 Feb, 2025 05:54:51 PM	19 Feb, 2025 07:31:01 PM	0:02:39		Internal
595161721741			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Feb, 2025 05:49:33 PM	26 Feb, 2025 05:54:51 PM	19 Feb, 2025 07:31:01 PM	0:02:39		Internal
595161721741			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Feb, 2025 05:49:33 PM	26 Feb, 2025 05:54:51 PM	19 Feb, 2025 07:31:01 PM	0:02:39		Internal
595161721741			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Feb, 2025 05:49:33 PM	26 Feb, 2025 05:54:51 PM	19 Feb, 2025 07:31:01 PM	0:02:39		Internal
595161721741			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Feb, 2025 05:49:33 PM	26 Feb, 2025 05:54:51 PM	19 Feb, 2025 07:31:01 PM	0:02:39		Internal
595161721741			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Feb, 2025 05:49:33 PM	26 Feb, 2025 05:54:51 PM	19 Feb, 2025 07:31:01 PM	0:02:39		Internal
595161721741			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Feb, 2025 05:49:33 PM	26 Feb, 2025 05:54:51 PM	19 Feb, 2025 07:31:01 PM	0:02:39		Internal
595161721741			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Feb, 2025 05:49:33 PM	26 Feb, 2025 05:54:51 PM	19 Feb, 2025 07:31:01 PM	0:02:39		Internal
595161721741			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Feb, 2025 05:49:33 PM	26 Feb, 2025 05:54:51 PM	19 Feb, 2025 07:31:01 PM	0:02:39		Internal
595161721741			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Feb, 2025 05:49:33 PM	26 Feb, 2025 05:54:51 PM	19 Feb, 2025 07:31:01 PM	0:02:39		Internal
595161721741			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Feb, 2025 05:49:33 PM	26 Feb, 2025 05:54:51 PM	19 Feb, 2025 07:31:01 PM	0:02:39		Internal
595161721741			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Feb, 2025 05:49:33 PM	26 Feb, 2025 05:54:51 PM	19 Feb, 2025 07:31:01 PM	0:02:39		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595161721741	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	26 Feb, 2025 05:49:33 PM	26 Feb, 2025 05:54:51 PM	19 Feb, 2025 07:31:01 PM	0:02:39		Internal
595161721741			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Feb, 2025 05:49:33 PM	26 Feb, 2025 05:54:51 PM	19 Feb, 2025 07:31:01 PM	0:02:39		Internal
595161721741			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Feb, 2025 05:49:33 PM	26 Feb, 2025 05:54:51 PM	19 Feb, 2025 07:31:01 PM	0:02:39		Internal
595161721741			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Feb, 2025 05:49:33 PM	26 Feb, 2025 05:54:51 PM	19 Feb, 2025 07:31:01 PM	0:02:39		Internal
595161721741			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		26 Feb, 2025 05:49:33 PM	26 Feb, 2025 05:54:51 PM	19 Feb, 2025 07:31:01 PM	0:02:39		Internal
595161721741			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Feb, 2025 05:49:33 PM	26 Feb, 2025 05:54:51 PM	19 Feb, 2025 07:31:01 PM	0:02:39		Internal
595161721741			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Feb, 2025 05:49:33 PM	26 Feb, 2025 05:54:51 PM	19 Feb, 2025 07:31:01 PM	0:02:39		Internal
595161721741			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Feb, 2025 05:49:33 PM	26 Feb, 2025 05:54:51 PM	19 Feb, 2025 07:31:01 PM	0:02:39		Internal
595162208506			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Feb, 2025 03:00:22 PM	26 Feb, 2025 06:04:14 PM	24 Feb, 2025 02:07:59 PM	0:02:26		Internal
595162208506			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Feb, 2025 03:00:22 PM	26 Feb, 2025 06:04:14 PM	24 Feb, 2025 02:07:59 PM	0:02:26		Internal
595162208506			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Feb, 2025 03:00:22 PM	26 Feb, 2025 06:04:14 PM	24 Feb, 2025 02:07:59 PM	0:02:26		Internal
595162208506			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Feb, 2025 03:00:22 PM	26 Feb, 2025 06:04:14 PM	24 Feb, 2025 02:07:59 PM	0:02:26		Internal
595162208506			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Feb, 2025 03:00:22 PM	26 Feb, 2025 06:04:14 PM	24 Feb, 2025 02:07:59 PM	0:02:26		Internal
595162208506			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Feb, 2025 03:00:22 PM	26 Feb, 2025 06:04:14 PM	24 Feb, 2025 02:07:59 PM	0:02:26		Internal
595162208506			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Feb, 2025 03:00:22 PM	26 Feb, 2025 06:04:14 PM	24 Feb, 2025 02:07:59 PM	0:02:26		Internal
595162208506			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Feb, 2025 03:00:22 PM	26 Feb, 2025 06:04:14 PM	24 Feb, 2025 02:07:59 PM	0:02:26		Internal
595162208506			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Feb, 2025 03:00:22 PM	26 Feb, 2025 06:04:14 PM	24 Feb, 2025 02:07:59 PM	0:02:26		Internal
595162208506			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Feb, 2025 03:00:22 PM	26 Feb, 2025 06:04:14 PM	24 Feb, 2025 02:07:59 PM	0:02:26		Internal
595162208506			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Feb, 2025 03:00:22 PM	26 Feb, 2025 06:04:14 PM	24 Feb, 2025 02:07:59 PM	0:02:26		Internal
595162208506			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Feb, 2025 03:00:22 PM	26 Feb, 2025 06:04:14 PM	24 Feb, 2025 02:07:59 PM	0:02:26		Internal
595162208506			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Feb, 2025 03:00:22 PM	26 Feb, 2025 06:04:14 PM	24 Feb, 2025 02:07:59 PM	0:02:26		Internal
595162208506			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Feb, 2025 03:00:22 PM	26 Feb, 2025 06:04:14 PM	24 Feb, 2025 02:07:59 PM	0:02:26		Internal
595162208506			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Feb, 2025 03:00:22 PM	26 Feb, 2025 06:04:14 PM	24 Feb, 2025 02:07:59 PM	0:02:26		Internal
595162208506			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Feb, 2025 03:00:22 PM	26 Feb, 2025 06:04:14 PM	24 Feb, 2025 02:07:59 PM	0:02:26		Internal
595162208506			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Feb, 2025 03:00:22 PM	26 Feb, 2025 06:04:14 PM	24 Feb, 2025 02:07:59 PM	0:02:26		Internal
595162208506			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Feb, 2025 03:00:22 PM	26 Feb, 2025 06:04:14 PM	24 Feb, 2025 02:07:59 PM	0:02:26		Internal
595162208506			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Feb, 2025 03:00:22 PM	26 Feb, 2025 06:04:14 PM	24 Feb, 2025 02:07:59 PM	0:02:26		Internal
595162208506			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Feb, 2025 03:00:22 PM	26 Feb, 2025 06:04:14 PM	24 Feb, 2025 02:07:59 PM	0:02:26		Internal
595162208506			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Feb, 2025 03:00:22 PM	26 Feb, 2025 06:04:14 PM	24 Feb, 2025 02:07:59 PM	0:02:26		Internal
595162208506			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Feb, 2025 03:00:22 PM	26 Feb, 2025 06:04:14 PM	24 Feb, 2025 02:07:59 PM	0:02:26		Internal
595162208506			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		24 Feb, 2025 03:00:22 PM	26 Feb, 2025 06:04:14 PM	24 Feb, 2025 02:07:59 PM	0:02:26		Internal
595162208506			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Feb, 2025 03:00:22 PM	26 Feb, 2025 06:04:14 PM	24 Feb, 2025 02:07:59 PM	0:02:26		Internal
595162208506			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Feb, 2025 03:00:22 PM	26 Feb, 2025 06:04:14 PM	24 Feb, 2025 02:07:59 PM	0:02:26		Internal
595162208506			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Feb, 2025 03:00:22 PM	26 Feb, 2025 06:04:14 PM	24 Feb, 2025 02:07:59 PM	0:02:26		Internal
595161555074			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Feb, 2025 08:15:55 PM	26 Feb, 2025 06:36:04 PM	18 Feb, 2025 08:42:43 PM	0:03:05		Internal
595161555074			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Feb, 2025 08:15:55 PM	26 Feb, 2025 06:36:04 PM	18 Feb, 2025 08:42:43 PM	0:03:05		Internal
595161555074			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Feb, 2025 08:15:55 PM	26 Feb, 2025 06:36:04 PM	18 Feb, 2025 08:42:43 PM	0:03:05		Internal
595161555074			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Feb, 2025 08:15:55 PM	26 Feb, 2025 06:36:04 PM	18 Feb, 2025 08:42:43 PM	0:03:05		Internal
595161555074			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Feb, 2025 08:15:55 PM	26 Feb, 2025 06:36:04 PM	18 Feb, 2025 08:42:43 PM	0:03:05		Internal
595161555074			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Feb, 2025 08:15:55 PM	26 Feb, 2025 06:36:04 PM	18 Feb, 2025 08:42:43 PM	0:03:05		Internal
595161555074			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Feb, 2025 08:15:55 PM	26 Feb, 2025 06:36:04 PM	18 Feb, 2025 08:42:43 PM	0:03:05		Internal
595161555074			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Feb, 2025 08:15:55 PM	26 Feb, 2025 06:36:04 PM	18 Feb, 2025 08:42:43 PM	0:03:05		Internal
595161555074			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Feb, 2025 08:15:55 PM	26 Feb, 2025 06:36:04 PM	18 Feb, 2025 08:42:43 PM	0:03:05		Internal
595161555074			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Feb, 2025 08:15:55 PM	26 Feb, 2025 06:36:04 PM	18 Feb, 2025 08:42:43 PM	0:03:05		Internal
595161555074			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Feb, 2025 08:15:55 PM	26 Feb, 2025 06:36:04 PM	18 Feb, 2025 08:42:43 PM	0:03:05		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595161555074	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	[redacted]	25 Feb, 2025 08:15:55 PM	26 Feb, 2025 06:36:04 PM	18 Feb, 2025 08:42:43 PM	0:03:05		Internal
595161555074			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Feb, 2025 08:15:55 PM	26 Feb, 2025 06:36:04 PM	18 Feb, 2025 08:42:43 PM	0:03:05		Internal
595161555074			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Feb, 2025 08:15:55 PM	26 Feb, 2025 06:36:04 PM	18 Feb, 2025 08:42:43 PM	0:03:05		Internal
595161555074			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Feb, 2025 08:15:55 PM	26 Feb, 2025 06:36:04 PM	18 Feb, 2025 08:42:43 PM	0:03:05		Internal
595161555074			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Feb, 2025 08:15:55 PM	26 Feb, 2025 06:36:04 PM	18 Feb, 2025 08:42:43 PM	0:03:05		Internal
595161555074			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Feb, 2025 08:15:55 PM	26 Feb, 2025 06:36:04 PM	18 Feb, 2025 08:42:43 PM	0:03:05		Internal
595161555074			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Feb, 2025 08:15:55 PM	26 Feb, 2025 06:36:04 PM	18 Feb, 2025 08:42:43 PM	0:03:05		Internal
595161555074			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Feb, 2025 08:15:55 PM	26 Feb, 2025 06:36:04 PM	18 Feb, 2025 08:42:43 PM	0:03:05		Internal
595161555074			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Feb, 2025 08:15:55 PM	26 Feb, 2025 06:36:04 PM	18 Feb, 2025 08:42:43 PM	0:03:05		Internal
595161555074			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Feb, 2025 08:15:55 PM	26 Feb, 2025 06:36:04 PM	18 Feb, 2025 08:42:43 PM	0:03:05		Internal
595161555074			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Feb, 2025 08:15:55 PM	26 Feb, 2025 06:36:04 PM	18 Feb, 2025 08:42:43 PM	0:03:05		Internal
595161555074			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		25 Feb, 2025 08:15:55 PM	26 Feb, 2025 06:36:04 PM	18 Feb, 2025 08:42:43 PM	0:03:05		Internal
595161555074			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Feb, 2025 08:15:55 PM	26 Feb, 2025 06:36:04 PM	18 Feb, 2025 08:42:43 PM	0:03:05		Internal
595161555074			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Feb, 2025 08:15:55 PM	26 Feb, 2025 06:36:04 PM	18 Feb, 2025 08:42:43 PM	0:03:05		Internal
595161555074			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Feb, 2025 08:15:55 PM	26 Feb, 2025 06:36:04 PM	18 Feb, 2025 08:42:43 PM	0:03:05		Internal
595161948897			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Feb, 2025 06:31:43 PM	26 Feb, 2025 06:39:42 PM	20 Feb, 2025 10:37:40 PM	0:03:14		Internal
595161948897			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Feb, 2025 06:31:43 PM	26 Feb, 2025 06:39:42 PM	20 Feb, 2025 10:37:40 PM	0:03:14		Internal
595161948897			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Feb, 2025 06:31:43 PM	26 Feb, 2025 06:39:42 PM	20 Feb, 2025 10:37:40 PM	0:03:14		Internal
595161948897			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Feb, 2025 06:31:43 PM	26 Feb, 2025 06:39:42 PM	20 Feb, 2025 10:37:40 PM	0:03:14		Internal
595161948897			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Feb, 2025 06:31:43 PM	26 Feb, 2025 06:39:42 PM	20 Feb, 2025 10:37:40 PM	0:03:14		Internal
595161948897			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Feb, 2025 06:31:43 PM	26 Feb, 2025 06:39:42 PM	20 Feb, 2025 10:37:40 PM	0:03:14		Internal
595161948897			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Feb, 2025 06:31:43 PM	26 Feb, 2025 06:39:42 PM	20 Feb, 2025 10:37:40 PM	0:03:14		Internal
595161948897			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Feb, 2025 06:31:43 PM	26 Feb, 2025 06:39:42 PM	20 Feb, 2025 10:37:40 PM	0:03:14		Internal
595161948897			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Feb, 2025 06:31:43 PM	26 Feb, 2025 06:39:42 PM	20 Feb, 2025 10:37:40 PM	0:03:14		Internal
595161948897			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Feb, 2025 06:31:43 PM	26 Feb, 2025 06:39:42 PM	20 Feb, 2025 10:37:40 PM	0:03:14		Internal
595161948897			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Feb, 2025 06:31:43 PM	26 Feb, 2025 06:39:42 PM	20 Feb, 2025 10:37:40 PM	0:03:14		Internal
595161948897			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Feb, 2025 06:31:43 PM	26 Feb, 2025 06:39:42 PM	20 Feb, 2025 10:37:40 PM	0:03:14		Internal
595161948897			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Feb, 2025 06:31:43 PM	26 Feb, 2025 06:39:42 PM	20 Feb, 2025 10:37:40 PM	0:03:14		Internal
595161948897			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Feb, 2025 06:31:43 PM	26 Feb, 2025 06:39:42 PM	20 Feb, 2025 10:37:40 PM	0:03:14		Internal
595161948897			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Feb, 2025 06:31:43 PM	26 Feb, 2025 06:39:42 PM	20 Feb, 2025 10:37:40 PM	0:03:14		Internal
595161948897			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Feb, 2025 06:31:43 PM	26 Feb, 2025 06:39:42 PM	20 Feb, 2025 10:37:40 PM	0:03:14		Internal
595161948897			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Feb, 2025 06:31:43 PM	26 Feb, 2025 06:39:42 PM	20 Feb, 2025 10:37:40 PM	0:03:14		Internal
595161948897			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Feb, 2025 06:31:43 PM	26 Feb, 2025 06:39:42 PM	20 Feb, 2025 10:37:40 PM	0:03:14		Internal
595161948897			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Feb, 2025 06:31:43 PM	26 Feb, 2025 06:39:42 PM	20 Feb, 2025 10:37:40 PM	0:03:14		Internal
595161948897			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Feb, 2025 06:31:43 PM	26 Feb, 2025 06:39:42 PM	20 Feb, 2025 10:37:40 PM	0:03:14		Internal
595161948897			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Feb, 2025 06:31:43 PM	26 Feb, 2025 06:39:42 PM	20 Feb, 2025 10:37:40 PM	0:03:14		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595161948897	[redacted]	[redacted]	CTE_Res_Billing_Span	[redacted]	Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	[redacted]	26 Feb, 2025 06:31:43 PM	26 Feb, 2025 06:39:42 PM	20 Feb, 2025 10:37:40 PM	0:03:14		Internal
595161948897			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		26 Feb, 2025 06:31:43 PM	26 Feb, 2025 06:39:42 PM	20 Feb, 2025 10:37:40 PM	0:03:14		Internal
595161948897			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Feb, 2025 06:31:43 PM	26 Feb, 2025 06:39:42 PM	20 Feb, 2025 10:37:40 PM	0:03:14		Internal
595161948897			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Feb, 2025 06:31:43 PM	26 Feb, 2025 06:39:42 PM	20 Feb, 2025 10:37:40 PM	0:03:14		Internal
595161948897			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Feb, 2025 06:31:43 PM	26 Feb, 2025 06:39:42 PM	20 Feb, 2025 10:37:40 PM	0:03:14		Internal
595162416407			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Feb, 2025 04:31:48 PM	26 Feb, 2025 08:44:47 PM	25 Feb, 2025 03:07:43 PM	0:02:57		Internal
595162416407			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Feb, 2025 04:31:48 PM	26 Feb, 2025 08:44:47 PM	25 Feb, 2025 03:07:43 PM	0:02:57		Internal
595162416407			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Feb, 2025 04:31:48 PM	26 Feb, 2025 08:44:47 PM	25 Feb, 2025 03:07:43 PM	0:02:57		Internal
595162416407			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Feb, 2025 04:31:48 PM	26 Feb, 2025 08:44:47 PM	25 Feb, 2025 03:07:43 PM	0:02:57		Internal
595162416407			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Feb, 2025 04:31:48 PM	26 Feb, 2025 08:44:47 PM	25 Feb, 2025 03:07:43 PM	0:02:57		Internal
595162416407			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Feb, 2025 04:31:48 PM	26 Feb, 2025 08:44:47 PM	25 Feb, 2025 03:07:43 PM	0:02:57		Internal
595162416407			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Feb, 2025 04:31:48 PM	26 Feb, 2025 08:44:47 PM	25 Feb, 2025 03:07:43 PM	0:02:57		Internal
595162416407			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Feb, 2025 04:31:48 PM	26 Feb, 2025 08:44:47 PM	25 Feb, 2025 03:07:43 PM	0:02:57		Internal
595162416407			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Feb, 2025 04:31:48 PM	26 Feb, 2025 08:44:47 PM	25 Feb, 2025 03:07:43 PM	0:02:57		Internal
595162416407			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Feb, 2025 04:31:48 PM	26 Feb, 2025 08:44:47 PM	25 Feb, 2025 03:07:43 PM	0:02:57		Internal
595162416407			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Feb, 2025 04:31:48 PM	26 Feb, 2025 08:44:47 PM	25 Feb, 2025 03:07:43 PM	0:02:57		Internal
595162416407			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Feb, 2025 04:31:48 PM	26 Feb, 2025 08:44:47 PM	25 Feb, 2025 03:07:43 PM	0:02:57		Internal
595162416407			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Feb, 2025 04:31:48 PM	26 Feb, 2025 08:44:47 PM	25 Feb, 2025 03:07:43 PM	0:02:57		Internal
595162416407			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Feb, 2025 04:31:48 PM	26 Feb, 2025 08:44:47 PM	25 Feb, 2025 03:07:43 PM	0:02:57		Internal
595162416407			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Feb, 2025 04:31:48 PM	26 Feb, 2025 08:44:47 PM	25 Feb, 2025 03:07:43 PM	0:02:57		Internal
595162416407			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Feb, 2025 04:31:48 PM	26 Feb, 2025 08:44:47 PM	25 Feb, 2025 03:07:43 PM	0:02:57		Internal
595162416407			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Feb, 2025 04:31:48 PM	26 Feb, 2025 08:44:47 PM	25 Feb, 2025 03:07:43 PM	0:02:57		Internal
595162416407			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Feb, 2025 04:31:48 PM	26 Feb, 2025 08:44:47 PM	25 Feb, 2025 03:07:43 PM	0:02:57		Internal
595162416407			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Feb, 2025 04:31:48 PM	26 Feb, 2025 08:44:47 PM	25 Feb, 2025 03:07:43 PM	0:02:57		Internal
595162416407			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Feb, 2025 04:31:48 PM	26 Feb, 2025 08:44:47 PM	25 Feb, 2025 03:07:43 PM	0:02:57		Internal
595162416407			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Feb, 2025 04:31:48 PM	26 Feb, 2025 08:44:47 PM	25 Feb, 2025 03:07:43 PM	0:02:57		Internal
595162416407			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Feb, 2025 04:31:48 PM	26 Feb, 2025 08:44:47 PM	25 Feb, 2025 03:07:43 PM	0:02:57		Internal
595162416407			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		25 Feb, 2025 04:31:48 PM	26 Feb, 2025 08:44:47 PM	25 Feb, 2025 03:07:43 PM	0:02:57		Internal
595162416407			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Feb, 2025 04:31:48 PM	26 Feb, 2025 08:44:47 PM	25 Feb, 2025 03:07:43 PM	0:02:57		Internal
595162416407			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Feb, 2025 04:31:48 PM	26 Feb, 2025 08:44:47 PM	25 Feb, 2025 03:07:43 PM	0:02:57		Internal
595162416407			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Feb, 2025 04:31:48 PM	26 Feb, 2025 08:44:47 PM	25 Feb, 2025 03:07:43 PM	0:02:57		Internal
595162267871			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Feb, 2025 07:00:23 PM	26 Feb, 2025 09:57:32 PM	24 Feb, 2025 05:47:27 PM	0:05:21		Internal
595162267871			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Feb, 2025 07:00:23 PM	26 Feb, 2025 09:57:32 PM	24 Feb, 2025 05:47:27 PM	0:05:21		Internal
595162267871			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Feb, 2025 07:00:23 PM	26 Feb, 2025 09:57:32 PM	24 Feb, 2025 05:47:27 PM	0:05:21		Internal
595162267871			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Feb, 2025 07:00:23 PM	26 Feb, 2025 09:57:32 PM	24 Feb, 2025 05:47:27 PM	0:05:21		Internal
595162267871			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Feb, 2025 07:00:23 PM	26 Feb, 2025 09:57:32 PM	24 Feb, 2025 05:47:27 PM	0:05:21		Internal
595162267871			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Feb, 2025 07:00:23 PM	26 Feb, 2025 09:57:32 PM	24 Feb, 2025 05:47:27 PM	0:05:21		Internal
595162267871			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Feb, 2025 07:00:23 PM	26 Feb, 2025 09:57:32 PM	24 Feb, 2025 05:47:27 PM	0:05:21		Internal
595162267871			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Feb, 2025 07:00:23 PM	26 Feb, 2025 09:57:32 PM	24 Feb, 2025 05:47:27 PM	0:05:21		Internal
595162267871			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Feb, 2025 07:00:23 PM	26 Feb, 2025 09:57:32 PM	24 Feb, 2025 05:47:27 PM	0:05:21		Internal
595162267871			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Feb, 2025 07:00:23 PM	26 Feb, 2025 09:57:32 PM	24 Feb, 2025 05:47:27 PM	0:05:21		Internal
595162267871			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Feb, 2025 07:00:23 PM	26 Feb, 2025 09:57:32 PM	24 Feb, 2025 05:47:27 PM	0:05:21		Internal
595162267871			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Feb, 2025 07:00:23 PM	26 Feb, 2025 09:57:32 PM	24 Feb, 2025 05:47:27 PM	0:05:21		Internal
595162267871			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Feb, 2025 07:00:23 PM	26 Feb, 2025 09:57:32 PM	24 Feb, 2025 05:47:27 PM	0:05:21		Internal
595162267871			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Feb, 2025 07:00:23 PM	26 Feb, 2025 09:57:32 PM	24 Feb, 2025 05:47:27 PM	0:05:21		Internal
595162267871			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Feb, 2025 07:00:23 PM	26 Feb, 2025 09:57:32 PM	24 Feb, 2025 05:47:27 PM	0:05:21		Internal
595162267871			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Feb, 2025 07:00:23 PM	26 Feb, 2025 09:57:32 PM	24 Feb, 2025 05:47:27 PM	0:05:21		Internal
595162267871			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Feb, 2025 07:00:23 PM	26 Feb, 2025 09:57:32 PM	24 Feb, 2025 05:47:27 PM	0:05:21		Internal
595162267871			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Feb, 2025 07:00:23 PM	26 Feb, 2025 09:57:32 PM	24 Feb, 2025 05:47:27 PM	0:05:21		Internal
595162267871			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Feb, 2025 07:00:23 PM	26 Feb, 2025 09:57:32 PM	24 Feb, 2025 05:47:27 PM	0:05:21		Internal
595162267871			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Feb, 2025 07:00:23 PM	26 Feb, 2025 09:57:32 PM	24 Feb, 2025 05:47:27 PM	0:05:21		Internal
595162267871			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Feb, 2025 07:00:23 PM	26 Feb, 2025 09:57:32 PM	24 Feb, 2025 05:47:27 PM	0:05:21		Internal
595162267871			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Feb, 2025 07:00:23 PM	26 Feb, 2025 09:57:32 PM	24 Feb, 2025 05:47:27 PM	0:05:21		Internal
595162267871			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		24 Feb, 2025 07:00:23 PM	26 Feb, 2025 09:57:32 PM	24 Feb, 2025 05:47:27 PM	0:05:21		Internal
595162267871			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Feb, 2025 07:00:23 PM	26 Feb, 2025 09:57:32 PM	24 Feb, 2025 05:47:27 PM	0:05:21		Internal
595162267871			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Feb, 2025 07:00:23 PM	26 Feb, 2025 09:57:32 PM	24 Feb, 2025 05:47:27 PM	0:05:21		Internal
595162267871			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Feb, 2025 07:00:23 PM	26 Feb, 2025 09:57:32 PM	24 Feb, 2025 05:47:27 PM	0:05:21		Internal
594150460866			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Feb, 2025 03:30:39 AM	26 Feb, 2025 10:18:10 PM	03 Feb, 2025 06:01:43 PM	0:04:41		Internal
594150460866			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Feb, 2025 03:30:39 AM	26 Feb, 2025 10:18:10 PM	03 Feb, 2025 06:01:43 PM	0:04:41		Internal
594150460866			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Feb, 2025 03:30:39 AM	26 Feb, 2025 10:18:10 PM	03 Feb, 2025 06:01:43 PM	0:04:41		Internal
594150460866			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Feb, 2025 03:30:39 AM	26 Feb, 2025 10:18:10 PM	03 Feb, 2025 06:01:43 PM	0:04:41		Internal
594150460866			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Feb, 2025 03:30:39 AM	26 Feb, 2025 10:18:10 PM	03 Feb, 2025 06:01:43 PM	0:04:41		Internal
594150460866			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Feb, 2025 03:30:39 AM	26 Feb, 2025 10:18:10 PM	03 Feb, 2025 06:01:43 PM	0:04:41		Internal
594150460866			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Feb, 2025 03:30:39 AM	26 Feb, 2025 10:18:10 PM	03 Feb, 2025 06:01:43 PM	0:04:41		Internal
594150460866			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Feb, 2025 03:30:39 AM	26 Feb, 2025 10:18:10 PM	03 Feb, 2025 06:01:43 PM	0:04:41		Internal
594150460866			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Feb, 2025 03:30:39 AM	26 Feb, 2025 10:18:10 PM	03 Feb, 2025 06:01:43 PM	0:04:41		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594150460866			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Feb, 2025 03:30:39 AM	26 Feb, 2025 10:18:10 PM	03 Feb, 2025 06:01:43 PM	0:04:41		Internal
594150460866			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Feb, 2025 03:30:39 AM	26 Feb, 2025 10:18:10 PM	03 Feb, 2025 06:01:43 PM	0:04:41		Internal
594150460866			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Feb, 2025 03:30:39 AM	26 Feb, 2025 10:18:10 PM	03 Feb, 2025 06:01:43 PM	0:04:41		Internal
594150460866			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Feb, 2025 03:30:39 AM	26 Feb, 2025 10:18:10 PM	03 Feb, 2025 06:01:43 PM	0:04:41		Internal
594150460866			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Feb, 2025 03:30:39 AM	26 Feb, 2025 10:18:10 PM	03 Feb, 2025 06:01:43 PM	0:04:41		Internal
594150460866			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Feb, 2025 03:30:39 AM	26 Feb, 2025 10:18:10 PM	03 Feb, 2025 06:01:43 PM	0:04:41		Internal
594150460866			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Feb, 2025 03:30:39 AM	26 Feb, 2025 10:18:10 PM	03 Feb, 2025 06:01:43 PM	0:04:41		Internal
594150460866			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Feb, 2025 03:30:39 AM	26 Feb, 2025 10:18:10 PM	03 Feb, 2025 06:01:43 PM	0:04:41		Internal
594150460866			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Feb, 2025 03:30:39 AM	26 Feb, 2025 10:18:10 PM	03 Feb, 2025 06:01:43 PM	0:04:41		Internal
594150460866			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Feb, 2025 03:30:39 AM	26 Feb, 2025 10:18:10 PM	03 Feb, 2025 06:01:43 PM	0:04:41		Internal
594150460866			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Feb, 2025 03:30:39 AM	26 Feb, 2025 10:18:10 PM	03 Feb, 2025 06:01:43 PM	0:04:41		Internal
594150460866			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Feb, 2025 03:30:39 AM	26 Feb, 2025 10:18:10 PM	03 Feb, 2025 06:01:43 PM	0:04:41		Internal
594150460866			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Feb, 2025 03:30:39 AM	26 Feb, 2025 10:18:10 PM	03 Feb, 2025 06:01:43 PM	0:04:41		Internal
594150460866			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		04 Feb, 2025 03:30:39 AM	26 Feb, 2025 10:18:10 PM	03 Feb, 2025 06:01:43 PM	0:04:41		Internal
594150460866			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Feb, 2025 03:30:39 AM	26 Feb, 2025 10:18:10 PM	03 Feb, 2025 06:01:43 PM	0:04:41		Internal
594150460866			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Feb, 2025 03:30:39 AM	26 Feb, 2025 10:18:10 PM	03 Feb, 2025 06:01:43 PM	0:04:41		Internal
594150460866			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Feb, 2025 03:30:39 AM	26 Feb, 2025 10:18:10 PM	03 Feb, 2025 06:01:43 PM	0:04:41		Internal
596114695195			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Feb, 2025 10:20:16 PM	26 Feb, 2025 10:31:08 PM	26 Feb, 2025 08:56:45 PM	0:04:09		Internal
596114695195			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Feb, 2025 10:20:16 PM	26 Feb, 2025 10:31:08 PM	26 Feb, 2025 08:56:45 PM	0:04:09		Internal
596114695195			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Feb, 2025 10:20:16 PM	26 Feb, 2025 10:31:08 PM	26 Feb, 2025 08:56:45 PM	0:04:09		Internal
596114695195			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Feb, 2025 10:20:16 PM	26 Feb, 2025 10:31:08 PM	26 Feb, 2025 08:56:45 PM	0:04:09		Internal
596114695195			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Feb, 2025 10:20:16 PM	26 Feb, 2025 10:31:08 PM	26 Feb, 2025 08:56:45 PM	0:04:09		Internal
596114695195			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Feb, 2025 10:20:16 PM	26 Feb, 2025 10:31:08 PM	26 Feb, 2025 08:56:45 PM	0:04:09		Internal
596114695195			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Feb, 2025 10:20:16 PM	26 Feb, 2025 10:31:08 PM	26 Feb, 2025 08:56:45 PM	0:04:09		Internal
596114695195			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Feb, 2025 10:20:16 PM	26 Feb, 2025 10:31:08 PM	26 Feb, 2025 08:56:45 PM	0:04:09		Internal
596114695195			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Feb, 2025 10:20:16 PM	26 Feb, 2025 10:31:08 PM	26 Feb, 2025 08:56:45 PM	0:04:09		Internal
596114695195			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Feb, 2025 10:20:16 PM	26 Feb, 2025 10:31:08 PM	26 Feb, 2025 08:56:45 PM	0:04:09		Internal
596114695195			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Feb, 2025 10:20:16 PM	26 Feb, 2025 10:31:08 PM	26 Feb, 2025 08:56:45 PM	0:04:09		Internal
596114695195			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Feb, 2025 10:20:16 PM	26 Feb, 2025 10:31:08 PM	26 Feb, 2025 08:56:45 PM	0:04:09		Internal
596114695195			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Feb, 2025 10:20:16 PM	26 Feb, 2025 10:31:08 PM	26 Feb, 2025 08:56:45 PM	0:04:09		Internal
596114695195			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Feb, 2025 10:20:16 PM	26 Feb, 2025 10:31:08 PM	26 Feb, 2025 08:56:45 PM	0:04:09		Internal
596114695195			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Feb, 2025 10:20:16 PM	26 Feb, 2025 10:31:08 PM	26 Feb, 2025 08:56:45 PM	0:04:09		Internal
596114695195			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Feb, 2025 10:20:16 PM	26 Feb, 2025 10:31:08 PM	26 Feb, 2025 08:56:45 PM	0:04:09		Internal
596114695195			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Feb, 2025 10:20:16 PM	26 Feb, 2025 10:31:08 PM	26 Feb, 2025 08:56:45 PM	0:04:09		Internal
596114695195			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Feb, 2025 10:20:16 PM	26 Feb, 2025 10:31:08 PM	26 Feb, 2025 08:56:45 PM	0:04:09		Internal
596114695195			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Feb, 2025 10:20:16 PM	26 Feb, 2025 10:31:08 PM	26 Feb, 2025 08:56:45 PM	0:04:09		Internal
596114695195			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Feb, 2025 10:20:16 PM	26 Feb, 2025 10:31:08 PM	26 Feb, 2025 08:56:45 PM	0:04:09		Internal
596114695195			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Feb, 2025 10:20:16 PM	26 Feb, 2025 10:31:08 PM	26 Feb, 2025 08:56:45 PM	0:04:09		Internal
596114695195			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Feb, 2025 10:20:16 PM	26 Feb, 2025 10:31:08 PM	26 Feb, 2025 08:56:45 PM	0:04:09		Internal
596114695195			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		26 Feb, 2025 10:20:16 PM	26 Feb, 2025 10:31:08 PM	26 Feb, 2025 08:56:45 PM	0:04:09		Internal
596114695195			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Feb, 2025 10:20:16 PM	26 Feb, 2025 10:31:08 PM	26 Feb, 2025 08:56:45 PM	0:04:09		Internal
596114695195			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Feb, 2025 10:20:16 PM	26 Feb, 2025 10:31:08 PM	26 Feb, 2025 08:56:45 PM	0:04:09		Internal
596114695195			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Feb, 2025 10:20:16 PM	26 Feb, 2025 10:31:08 PM	26 Feb, 2025 08:56:45 PM	0:04:09		Internal
596114700470			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Feb, 2025 10:38:13 PM	26 Feb, 2025 10:47:36 PM	26 Feb, 2025 09:01:48 PM	0:05:14		Internal
596114700470			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Feb, 2025 10:38:13 PM	26 Feb, 2025 10:47:36 PM	26 Feb, 2025 09:01:48 PM	0:05:14		Internal
596114700470			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Feb, 2025 10:38:13 PM	26 Feb, 2025 10:47:36 PM	26 Feb, 2025 09:01:48 PM	0:05:14		Internal
596114700470			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Feb, 2025 10:38:13 PM	26 Feb, 2025 10:47:36 PM	26 Feb, 2025 09:01:48 PM	0:05:14		Internal
596114700470			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Feb, 2025 10:38:13 PM	26 Feb, 2025 10:47:36 PM	26 Feb, 2025 09:01:48 PM	0:05:14		Internal
596114700470			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Feb, 2025 10:38:13 PM	26 Feb, 2025 10:47:36 PM	26 Feb, 2025 09:01:48 PM	0:05:14		Internal
596114700470			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Feb, 2025 10:38:13 PM	26 Feb, 2025 10:47:36 PM	26 Feb, 2025 09:01:48 PM	0:05:14		Internal
596114700470			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Feb, 2025 10:38:13 PM	26 Feb, 2025 10:47:36 PM	26 Feb, 2025 09:01:48 PM	0:05:14		Internal
596114700470			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Feb, 2025 10:38:13 PM	26 Feb, 2025 10:47:36 PM	26 Feb, 2025 09:01:48 PM	0:05:14		Internal
596114700470			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Feb, 2025 10:38:13 PM	26 Feb, 2025 10:47:36 PM	26 Feb, 2025 09:01:48 PM	0:05:14		Internal
596114700470			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Feb, 2025 10:38:13 PM	26 Feb, 2025 10:47:36 PM	26 Feb, 2025 09:01:48 PM	0:05:14		Internal
596114700470			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Feb, 2025 10:38:13 PM	26 Feb, 2025 10:47:36 PM	26 Feb, 2025 09:01:48 PM	0:05:14		Internal
596114700470			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Feb, 2025 10:38:13 PM	26 Feb, 2025 10:47:36 PM	26 Feb, 2025 09:01:48 PM	0:05:14		Internal
596114700470			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Feb, 2025 10:38:13 PM	26 Feb, 2025 10:47:36 PM	26 Feb, 2025 09:01:48 PM	0:05:14		Internal
596114700470			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Feb, 2025 10:38:13 PM	26 Feb, 2025 10:47:36 PM	26 Feb, 2025 09:01:48 PM	0:05:14		Internal
596114700470			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Feb, 2025 10:38:13 PM	26 Feb, 2025 10:47:36 PM	26 Feb, 2025 09:01:48 PM	0:05:14		Internal
596114700470			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Feb, 2025 10:38:13 PM	26 Feb, 2025 10:47:36 PM	26 Feb, 2025 09:01:48 PM	0:05:14		Internal
596114700470			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Feb, 2025 10:38:13 PM	26 Feb, 2025 10:47:36 PM	26 Feb, 2025 09:01:48 PM	0:05:14		Internal
596114700470			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Feb, 2025 10:38:13 PM	26 Feb, 2025 10:47:36 PM	26 Feb, 2025 09:01:48 PM	0:05:14		Internal
596114700470			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Feb, 2025 10:38:13 PM	26 Feb, 2025 10:47:36 PM	26 Feb, 2025 09:01:48 PM	0:05:14		Internal
596114700470			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Feb, 2025 10:38:13 PM	26 Feb, 2025 10:47:36 PM	26 Feb, 2025 09:01:48 PM	0:05:14		Internal
596114700470			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Feb, 2025 10:38:13 PM	26 Feb, 2025 10:47:36 PM	26 Feb, 2025 09:01:48 PM	0:05:14		Internal
596114700470			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		26 Feb, 2025 10:38:13 PM	26 Feb, 2025 10:47:36 PM	26 Feb, 2025 09:01:48 PM	0:05:14		Internal
596114700470			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Feb, 2025 10:38:13 PM	26 Feb, 2025 10:47:36 PM	26 Feb, 2025 09:01:48 PM	0:05:14		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596114700470	[redacted]	[redacted]	CTE_Res_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	[redacted]	26 Feb, 2025 10:38:13 PM	26 Feb, 2025 10:47:36 PM	26 Feb, 2025 09:01:48 PM	0:05:14		Internal
596114700470			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Feb, 2025 10:38:13 PM	26 Feb, 2025 10:47:36 PM	26 Feb, 2025 09:01:48 PM	0:05:14		Internal
595162205653			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Feb, 2025 03:00:21 PM	26 Feb, 2025 11:22:13 PM	24 Feb, 2025 01:58:02 PM	0:03:12		Internal
595162205653			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Feb, 2025 03:00:21 PM	26 Feb, 2025 11:22:13 PM	24 Feb, 2025 01:58:02 PM	0:03:12		Internal
595162205653			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Feb, 2025 03:00:21 PM	26 Feb, 2025 11:22:13 PM	24 Feb, 2025 01:58:02 PM	0:03:12		Internal
595162205653			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Feb, 2025 03:00:21 PM	26 Feb, 2025 11:22:13 PM	24 Feb, 2025 01:58:02 PM	0:03:12		Internal
595162205653			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Feb, 2025 03:00:21 PM	26 Feb, 2025 11:22:13 PM	24 Feb, 2025 01:58:02 PM	0:03:12		Internal
595162205653			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Feb, 2025 03:00:21 PM	26 Feb, 2025 11:22:13 PM	24 Feb, 2025 01:58:02 PM	0:03:12		Internal
595162205653			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Feb, 2025 03:00:21 PM	26 Feb, 2025 11:22:13 PM	24 Feb, 2025 01:58:02 PM	0:03:12		Internal
595162205653			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Feb, 2025 03:00:21 PM	26 Feb, 2025 11:22:13 PM	24 Feb, 2025 01:58:02 PM	0:03:12		Internal
595162205653			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Feb, 2025 03:00:21 PM	26 Feb, 2025 11:22:13 PM	24 Feb, 2025 01:58:02 PM	0:03:12		Internal
595162205653			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Feb, 2025 03:00:21 PM	26 Feb, 2025 11:22:13 PM	24 Feb, 2025 01:58:02 PM	0:03:12		Internal
595162205653			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Feb, 2025 03:00:21 PM	26 Feb, 2025 11:22:13 PM	24 Feb, 2025 01:58:02 PM	0:03:12		Internal
595162205653			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Feb, 2025 03:00:21 PM	26 Feb, 2025 11:22:13 PM	24 Feb, 2025 01:58:02 PM	0:03:12		Internal
595162205653			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Feb, 2025 03:00:21 PM	26 Feb, 2025 11:22:13 PM	24 Feb, 2025 01:58:02 PM	0:03:12		Internal
595162205653			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Feb, 2025 03:00:21 PM	26 Feb, 2025 11:22:13 PM	24 Feb, 2025 01:58:02 PM	0:03:12		Internal
595162205653			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Feb, 2025 03:00:21 PM	26 Feb, 2025 11:22:13 PM	24 Feb, 2025 01:58:02 PM	0:03:12		Internal
595162205653			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Feb, 2025 03:00:21 PM	26 Feb, 2025 11:22:13 PM	24 Feb, 2025 01:58:02 PM	0:03:12		Internal
595162205653			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Feb, 2025 03:00:21 PM	26 Feb, 2025 11:22:13 PM	24 Feb, 2025 01:58:02 PM	0:03:12		Internal
595162205653			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Feb, 2025 03:00:21 PM	26 Feb, 2025 11:22:13 PM	24 Feb, 2025 01:58:02 PM	0:03:12		Internal
595162205653			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Feb, 2025 03:00:21 PM	26 Feb, 2025 11:22:13 PM	24 Feb, 2025 01:58:02 PM	0:03:12		Internal
595162205653			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Feb, 2025 03:00:21 PM	26 Feb, 2025 11:22:13 PM	24 Feb, 2025 01:58:02 PM	0:03:12		Internal
595162205653			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Feb, 2025 03:00:21 PM	26 Feb, 2025 11:22:13 PM	24 Feb, 2025 01:58:02 PM	0:03:12		Internal
595162205653			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Feb, 2025 03:00:21 PM	26 Feb, 2025 11:22:13 PM	24 Feb, 2025 01:58:02 PM	0:03:12		Internal
595162205653			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		24 Feb, 2025 03:00:21 PM	26 Feb, 2025 11:22:13 PM	24 Feb, 2025 01:58:02 PM	0:03:12		Internal
595162205653			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Feb, 2025 03:00:21 PM	26 Feb, 2025 11:22:13 PM	24 Feb, 2025 01:58:02 PM	0:03:12		Internal
595162205653			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Feb, 2025 03:00:21 PM	26 Feb, 2025 11:22:13 PM	24 Feb, 2025 01:58:02 PM	0:03:12		Internal
595162205653			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Feb, 2025 03:00:21 PM	26 Feb, 2025 11:22:13 PM	24 Feb, 2025 01:58:02 PM	0:03:12		Internal
594151076888			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Feb, 2025 07:00:48 AM	27 Feb, 2025 12:46:22 AM	06 Feb, 2025 08:19:55 PM	0:04:29		Internal
594151076888			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Feb, 2025 07:00:48 AM	27 Feb, 2025 12:46:22 AM	06 Feb, 2025 08:19:55 PM	0:04:29		Internal
594151076888			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Feb, 2025 07:00:48 AM	27 Feb, 2025 12:46:22 AM	06 Feb, 2025 08:19:55 PM	0:04:29		Internal
594151076888			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Feb, 2025 07:00:48 AM	27 Feb, 2025 12:46:22 AM	06 Feb, 2025 08:19:55 PM	0:04:29		Internal
594151076888			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Feb, 2025 07:00:48 AM	27 Feb, 2025 12:46:22 AM	06 Feb, 2025 08:19:55 PM	0:04:29		Internal
594151076888			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Feb, 2025 07:00:48 AM	27 Feb, 2025 12:46:22 AM	06 Feb, 2025 08:19:55 PM	0:04:29		Internal
594151076888			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Feb, 2025 07:00:48 AM	27 Feb, 2025 12:46:22 AM	06 Feb, 2025 08:19:55 PM	0:04:29		Internal
594151076888			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Feb, 2025 07:00:48 AM	27 Feb, 2025 12:46:22 AM	06 Feb, 2025 08:19:55 PM	0:04:29		Internal
594151076888			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Feb, 2025 07:00:48 AM	27 Feb, 2025 12:46:22 AM	06 Feb, 2025 08:19:55 PM	0:04:29		Internal
594151076888			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Feb, 2025 07:00:48 AM	27 Feb, 2025 12:46:22 AM	06 Feb, 2025 08:19:55 PM	0:04:29		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594151076888	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	07 Feb, 2025 07:00:48 AM	27 Feb, 2025 12:46:22 AM	06 Feb, 2025 08:19:55 PM	0:04:29		Internal
594151076888			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Feb, 2025 07:00:48 AM	27 Feb, 2025 12:46:22 AM	06 Feb, 2025 08:19:55 PM	0:04:29		Internal
594151076888			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Feb, 2025 07:00:48 AM	27 Feb, 2025 12:46:22 AM	06 Feb, 2025 08:19:55 PM	0:04:29		Internal
594151076888			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Feb, 2025 07:00:48 AM	27 Feb, 2025 12:46:22 AM	06 Feb, 2025 08:19:55 PM	0:04:29		Internal
594151076888			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Feb, 2025 07:00:48 AM	27 Feb, 2025 12:46:22 AM	06 Feb, 2025 08:19:55 PM	0:04:29		Internal
594151076888			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Feb, 2025 07:00:48 AM	27 Feb, 2025 12:46:22 AM	06 Feb, 2025 08:19:55 PM	0:04:29		Internal
594151076888			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Feb, 2025 07:00:48 AM	27 Feb, 2025 12:46:22 AM	06 Feb, 2025 08:19:55 PM	0:04:29		Internal
594151076888			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Feb, 2025 07:00:48 AM	27 Feb, 2025 12:46:22 AM	06 Feb, 2025 08:19:55 PM	0:04:29		Internal
594151076888			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Feb, 2025 07:00:48 AM	27 Feb, 2025 12:46:22 AM	06 Feb, 2025 08:19:55 PM	0:04:29		Internal
594151076888			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Feb, 2025 07:00:48 AM	27 Feb, 2025 12:46:22 AM	06 Feb, 2025 08:19:55 PM	0:04:29		Internal
594151076888			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Feb, 2025 07:00:48 AM	27 Feb, 2025 12:46:22 AM	06 Feb, 2025 08:19:55 PM	0:04:29		Internal
594151076888			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Feb, 2025 07:00:48 AM	27 Feb, 2025 12:46:22 AM	06 Feb, 2025 08:19:55 PM	0:04:29		Internal
594151076888			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		07 Feb, 2025 07:00:48 AM	27 Feb, 2025 12:46:22 AM	06 Feb, 2025 08:19:55 PM	0:04:29		Internal
594151076888			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Feb, 2025 07:00:48 AM	27 Feb, 2025 12:46:22 AM	06 Feb, 2025 08:19:55 PM	0:04:29		Internal
594151076888			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Feb, 2025 07:00:48 AM	27 Feb, 2025 12:46:22 AM	06 Feb, 2025 08:19:55 PM	0:04:29		Internal
594151076888			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Feb, 2025 07:00:48 AM	27 Feb, 2025 12:46:22 AM	06 Feb, 2025 08:19:55 PM	0:04:29		Internal
595161583926			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Feb, 2025 08:31:13 AM	27 Feb, 2025 01:39:30 AM	18 Feb, 2025 10:09:54 PM	0:04:17		Internal
595161583926			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Feb, 2025 08:31:13 AM	27 Feb, 2025 01:39:30 AM	18 Feb, 2025 10:09:54 PM	0:04:17		Internal
595161583926			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Feb, 2025 08:31:13 AM	27 Feb, 2025 01:39:30 AM	18 Feb, 2025 10:09:54 PM	0:04:17		Internal
595161583926			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Feb, 2025 08:31:13 AM	27 Feb, 2025 01:39:30 AM	18 Feb, 2025 10:09:54 PM	0:04:17		Internal
595161583926			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Feb, 2025 08:31:13 AM	27 Feb, 2025 01:39:30 AM	18 Feb, 2025 10:09:54 PM	0:04:17		Internal
595161583926			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Feb, 2025 08:31:13 AM	27 Feb, 2025 01:39:30 AM	18 Feb, 2025 10:09:54 PM	0:04:17		Internal
595161583926			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Feb, 2025 08:31:13 AM	27 Feb, 2025 01:39:30 AM	18 Feb, 2025 10:09:54 PM	0:04:17		Internal
595161583926			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Feb, 2025 08:31:13 AM	27 Feb, 2025 01:39:30 AM	18 Feb, 2025 10:09:54 PM	0:04:17		Internal
595161583926			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Feb, 2025 08:31:13 AM	27 Feb, 2025 01:39:30 AM	18 Feb, 2025 10:09:54 PM	0:04:17		Internal
595161583926			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Feb, 2025 08:31:13 AM	27 Feb, 2025 01:39:30 AM	18 Feb, 2025 10:09:54 PM	0:04:17		Internal
595161583926			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Feb, 2025 08:31:13 AM	27 Feb, 2025 01:39:30 AM	18 Feb, 2025 10:09:54 PM	0:04:17		Internal
595161583926			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Feb, 2025 08:31:13 AM	27 Feb, 2025 01:39:30 AM	18 Feb, 2025 10:09:54 PM	0:04:17		Internal
595161583926			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Feb, 2025 08:31:13 AM	27 Feb, 2025 01:39:30 AM	18 Feb, 2025 10:09:54 PM	0:04:17		Internal
595161583926			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Feb, 2025 08:31:13 AM	27 Feb, 2025 01:39:30 AM	18 Feb, 2025 10:09:54 PM	0:04:17		Internal
595161583926			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Feb, 2025 08:31:13 AM	27 Feb, 2025 01:39:30 AM	18 Feb, 2025 10:09:54 PM	0:04:17		Internal
595161583926			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Feb, 2025 08:31:13 AM	27 Feb, 2025 01:39:30 AM	18 Feb, 2025 10:09:54 PM	0:04:17		Internal
595161583926			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Feb, 2025 08:31:13 AM	27 Feb, 2025 01:39:30 AM	18 Feb, 2025 10:09:54 PM	0:04:17		Internal
595161583926			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Feb, 2025 08:31:13 AM	27 Feb, 2025 01:39:30 AM	18 Feb, 2025 10:09:54 PM	0:04:17		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type		Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595161583926	[redacted]	[redacted]	CTE_Bus_Solar	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	19 Feb, 2025 08:31:13 AM	27 Feb, 2025 01:39:30 AM	18 Feb, 2025 10:09:54 PM	0:04:17		Internal
595161583926			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Feb, 2025 08:31:13 AM	27 Feb, 2025 01:39:30 AM	18 Feb, 2025 10:09:54 PM	0:04:17		Internal
595161583926			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Feb, 2025 08:31:13 AM	27 Feb, 2025 01:39:30 AM	18 Feb, 2025 10:09:54 PM	0:04:17		Internal
595161583926			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Feb, 2025 08:31:13 AM	27 Feb, 2025 01:39:30 AM	18 Feb, 2025 10:09:54 PM	0:04:17		Internal
595161583926			CTE_Bus_Solar		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		19 Feb, 2025 08:31:13 AM	27 Feb, 2025 01:39:30 AM	18 Feb, 2025 10:09:54 PM	0:04:17		Internal
595161583926			CTE_Bus_Solar		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Feb, 2025 08:31:13 AM	27 Feb, 2025 01:39:30 AM	18 Feb, 2025 10:09:54 PM	0:04:17		Internal
595161583926			CTE_Bus_Solar		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Feb, 2025 08:31:13 AM	27 Feb, 2025 01:39:30 AM	18 Feb, 2025 10:09:54 PM	0:04:17		Internal
595161583926			CTE_Bus_Solar		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Feb, 2025 08:31:13 AM	27 Feb, 2025 01:39:30 AM	18 Feb, 2025 10:09:54 PM	0:04:17		Internal
595160606135			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Feb, 2025 11:31:24 AM	27 Feb, 2025 02:28:18 AM	11 Feb, 2025 05:27:15 PM	0:09:40		Internal
595160606135			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Feb, 2025 11:31:24 AM	27 Feb, 2025 02:28:18 AM	11 Feb, 2025 05:27:15 PM	0:09:40		Internal
595160606135			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Feb, 2025 11:31:24 AM	27 Feb, 2025 02:28:18 AM	11 Feb, 2025 05:27:15 PM	0:09:40		Internal
595160606135			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Feb, 2025 11:31:24 AM	27 Feb, 2025 02:28:18 AM	11 Feb, 2025 05:27:15 PM	0:09:40		Internal
595160606135			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Feb, 2025 11:31:24 AM	27 Feb, 2025 02:28:18 AM	11 Feb, 2025 05:27:15 PM	0:09:40		Internal
595160606135			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Feb, 2025 11:31:24 AM	27 Feb, 2025 02:28:18 AM	11 Feb, 2025 05:27:15 PM	0:09:40		Internal
595160606135			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Feb, 2025 11:31:24 AM	27 Feb, 2025 02:28:18 AM	11 Feb, 2025 05:27:15 PM	0:09:40		Internal
595160606135			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Feb, 2025 11:31:24 AM	27 Feb, 2025 02:28:18 AM	11 Feb, 2025 05:27:15 PM	0:09:40		Internal
595160606135			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Feb, 2025 11:31:24 AM	27 Feb, 2025 02:28:18 AM	11 Feb, 2025 05:27:15 PM	0:09:40		Internal
595160606135			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Feb, 2025 11:31:24 AM	27 Feb, 2025 02:28:18 AM	11 Feb, 2025 05:27:15 PM	0:09:40		Internal
595160606135			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Feb, 2025 11:31:24 AM	27 Feb, 2025 02:28:18 AM	11 Feb, 2025 05:27:15 PM	0:09:40		Internal
595160606135			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Feb, 2025 11:31:24 AM	27 Feb, 2025 02:28:18 AM	11 Feb, 2025 05:27:15 PM	0:09:40		Internal
595160606135			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Feb, 2025 11:31:24 AM	27 Feb, 2025 02:28:18 AM	11 Feb, 2025 05:27:15 PM	0:09:40		Internal
595160606135			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Feb, 2025 11:31:24 AM	27 Feb, 2025 02:28:18 AM	11 Feb, 2025 05:27:15 PM	0:09:40		Internal
595160606135			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Feb, 2025 11:31:24 AM	27 Feb, 2025 02:28:18 AM	11 Feb, 2025 05:27:15 PM	0:09:40		Internal
595160606135			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Feb, 2025 11:31:24 AM	27 Feb, 2025 02:28:18 AM	11 Feb, 2025 05:27:15 PM	0:09:40		Internal
595160606135			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Feb, 2025 11:31:24 AM	27 Feb, 2025 02:28:18 AM	11 Feb, 2025 05:27:15 PM	0:09:40		Internal
595160606135			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Feb, 2025 11:31:24 AM	27 Feb, 2025 02:28:18 AM	11 Feb, 2025 05:27:15 PM	0:09:40		Internal
595160606135			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Feb, 2025 11:31:24 AM	27 Feb, 2025 02:28:18 AM	11 Feb, 2025 05:27:15 PM	0:09:40		Internal
595160606135			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Feb, 2025 11:31:24 AM	27 Feb, 2025 02:28:18 AM	11 Feb, 2025 05:27:15 PM	0:09:40		Internal
595160606135			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Feb, 2025 11:31:24 AM	27 Feb, 2025 02:28:18 AM	11 Feb, 2025 05:27:15 PM	0:09:40		Internal
595160606135			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Feb, 2025 11:31:24 AM	27 Feb, 2025 02:28:18 AM	11 Feb, 2025 05:27:15 PM	0:09:40		Internal
595160606135			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		12 Feb, 2025 11:31:24 AM	27 Feb, 2025 02:28:18 AM	11 Feb, 2025 05:27:15 PM	0:09:40		Internal
595160606135			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Feb, 2025 11:31:24 AM	27 Feb, 2025 02:28:18 AM	11 Feb, 2025 05:27:15 PM	0:09:40		Internal
595160606135			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Feb, 2025 11:31:24 AM	27 Feb, 2025 02:28:18 AM	11 Feb, 2025 05:27:15 PM	0:09:40		Internal
595160606135			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Feb, 2025 11:31:24 AM	27 Feb, 2025 02:28:18 AM	11 Feb, 2025 05:27:15 PM	0:09:40		Internal
595161558105			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Feb, 2025 12:01:26 AM	27 Feb, 2025 03:05:50 AM	18 Feb, 2025 08:44:16 PM	0:04:39		Internal
595161558105			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Feb, 2025 12:01:26 AM	27 Feb, 2025 03:05:50 AM	18 Feb, 2025 08:44:16 PM	0:04:39		Internal
595161558105			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Feb, 2025 12:01:26 AM	27 Feb, 2025 03:05:50 AM	18 Feb, 2025 08:44:16 PM	0:04:39		Internal
595161558105			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Feb, 2025 12:01:26 AM	27 Feb, 2025 03:05:50 AM	18 Feb, 2025 08:44:16 PM	0:04:39		Internal
595161558105			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Feb, 2025 12:01:26 AM	27 Feb, 2025 03:05:50 AM	18 Feb, 2025 08:44:16 PM	0:04:39		Internal
595161558105			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		20 Feb, 2025 12:01:26 AM	27 Feb, 2025 03:05:50 AM	18 Feb, 2025 08:44:16 PM	0:04:39		Internal
595161558105			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 Feb, 2025 12:01:26 AM	27 Feb, 2025 03:05:50 AM	18 Feb, 2025 08:44:16 PM	0:04:39		Internal
595161558105			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 Feb, 2025 12:01:26 AM	27 Feb, 2025 03:05:50 AM	18 Feb, 2025 08:44:16 PM	0:04:39		Internal
595161558105			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 Feb, 2025 12:01:26 AM	27 Feb, 2025 03:05:50 AM	18 Feb, 2025 08:44:16 PM	0:04:39		Internal
595161558105			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		20 Feb, 2025 12:01:26 AM	27 Feb, 2025 03:05:50 AM	18 Feb, 2025 08:44:16 PM	0:04:39		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595161558105	[redacted]	[redacted]	CTE_Bus_Moving	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	20 Feb, 2025 12:01:26 AM	27 Feb, 2025 03:05:50 AM	18 Feb, 2025 08:44:16 PM	0:04:39		Internal
595161558105			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Feb, 2025 12:01:26 AM	27 Feb, 2025 03:05:50 AM	18 Feb, 2025 08:44:16 PM	0:04:39		Internal
595161558105			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 Feb, 2025 12:01:26 AM	27 Feb, 2025 03:05:50 AM	18 Feb, 2025 08:44:16 PM	0:04:39		Internal
595161558105			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		20 Feb, 2025 12:01:26 AM	27 Feb, 2025 03:05:50 AM	18 Feb, 2025 08:44:16 PM	0:04:39		Internal
595161558105			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		20 Feb, 2025 12:01:26 AM	27 Feb, 2025 03:05:50 AM	18 Feb, 2025 08:44:16 PM	0:04:39		Internal
595161558105			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Feb, 2025 12:01:26 AM	27 Feb, 2025 03:05:50 AM	18 Feb, 2025 08:44:16 PM	0:04:39		Internal
595161558105			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 Feb, 2025 12:01:26 AM	27 Feb, 2025 03:05:50 AM	18 Feb, 2025 08:44:16 PM	0:04:39		Internal
595161558105			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		20 Feb, 2025 12:01:26 AM	27 Feb, 2025 03:05:50 AM	18 Feb, 2025 08:44:16 PM	0:04:39		Internal
595161558105			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		20 Feb, 2025 12:01:26 AM	27 Feb, 2025 03:05:50 AM	18 Feb, 2025 08:44:16 PM	0:04:39		Internal
595161558105			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Feb, 2025 12:01:26 AM	27 Feb, 2025 03:05:50 AM	18 Feb, 2025 08:44:16 PM	0:04:39		Internal
595161558105			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 Feb, 2025 12:01:26 AM	27 Feb, 2025 03:05:50 AM	18 Feb, 2025 08:44:16 PM	0:04:39		Internal
595161558105			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 Feb, 2025 12:01:26 AM	27 Feb, 2025 03:05:50 AM	18 Feb, 2025 08:44:16 PM	0:04:39		Internal
595161558105			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		20 Feb, 2025 12:01:26 AM	27 Feb, 2025 03:05:50 AM	18 Feb, 2025 08:44:16 PM	0:04:39		Internal
595161558105			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 Feb, 2025 12:01:26 AM	27 Feb, 2025 03:05:50 AM	18 Feb, 2025 08:44:16 PM	0:04:39		Internal
595161558105			CTE_Bus_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Feb, 2025 12:01:26 AM	27 Feb, 2025 03:05:50 AM	18 Feb, 2025 08:44:16 PM	0:04:39		Internal
595161558105			CTE_Bus_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Feb, 2025 12:01:26 AM	27 Feb, 2025 03:05:50 AM	18 Feb, 2025 08:44:16 PM	0:04:39		Internal
595161384814			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Feb, 2025 03:08:14 AM	27 Feb, 2025 03:20:34 AM	17 Feb, 2025 10:59:13 PM	0:04:29		Internal
595161384814			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Feb, 2025 03:08:14 AM	27 Feb, 2025 03:20:34 AM	17 Feb, 2025 10:59:13 PM	0:04:29		Internal
595161384814			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Feb, 2025 03:08:14 AM	27 Feb, 2025 03:20:34 AM	17 Feb, 2025 10:59:13 PM	0:04:29		Internal
595161384814			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Feb, 2025 03:08:14 AM	27 Feb, 2025 03:20:34 AM	17 Feb, 2025 10:59:13 PM	0:04:29		Internal
595161384814			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Feb, 2025 03:08:14 AM	27 Feb, 2025 03:20:34 AM	17 Feb, 2025 10:59:13 PM	0:04:29		Internal
595161384814			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Feb, 2025 03:08:14 AM	27 Feb, 2025 03:20:34 AM	17 Feb, 2025 10:59:13 PM	0:04:29		Internal
595161384814			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Feb, 2025 03:08:14 AM	27 Feb, 2025 03:20:34 AM	17 Feb, 2025 10:59:13 PM	0:04:29		Internal
595161384814			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Feb, 2025 03:08:14 AM	27 Feb, 2025 03:20:34 AM	17 Feb, 2025 10:59:13 PM	0:04:29		Internal
595161384814			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Feb, 2025 03:08:14 AM	27 Feb, 2025 03:20:34 AM	17 Feb, 2025 10:59:13 PM	0:04:29		Internal
595161384814			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Feb, 2025 03:08:14 AM	27 Feb, 2025 03:20:34 AM	17 Feb, 2025 10:59:13 PM	0:04:29		Internal
595161384814			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Feb, 2025 03:08:14 AM	27 Feb, 2025 03:20:34 AM	17 Feb, 2025 10:59:13 PM	0:04:29		Internal
595161384814			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Feb, 2025 03:08:14 AM	27 Feb, 2025 03:20:34 AM	17 Feb, 2025 10:59:13 PM	0:04:29		Internal
595161384814			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Feb, 2025 03:08:14 AM	27 Feb, 2025 03:20:34 AM	17 Feb, 2025 10:59:13 PM	0:04:29		Internal
595161384814			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Feb, 2025 03:08:14 AM	27 Feb, 2025 03:20:34 AM	17 Feb, 2025 10:59:13 PM	0:04:29		Internal
595161384814			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Feb, 2025 03:08:14 AM	27 Feb, 2025 03:20:34 AM	17 Feb, 2025 10:59:13 PM	0:04:29		Internal
595161384814			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Feb, 2025 03:08:14 AM	27 Feb, 2025 03:20:34 AM	17 Feb, 2025 10:59:13 PM	0:04:29		Internal
595161384814			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Feb, 2025 03:08:14 AM	27 Feb, 2025 03:20:34 AM	17 Feb, 2025 10:59:13 PM	0:04:29		Internal
595161384814			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Feb, 2025 03:08:14 AM	27 Feb, 2025 03:20:34 AM	17 Feb, 2025 10:59:13 PM	0:04:29		Internal
595161384814			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Feb, 2025 03:08:14 AM	27 Feb, 2025 03:20:34 AM	17 Feb, 2025 10:59:13 PM	0:04:29		Internal
595161384814			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Feb, 2025 03:08:14 AM	27 Feb, 2025 03:20:34 AM	17 Feb, 2025 10:59:13 PM	0:04:29		Internal
595161384814			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Feb, 2025 03:08:14 AM	27 Feb, 2025 03:20:34 AM	17 Feb, 2025 10:59:13 PM	0:04:29		Internal
595161384814			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Feb, 2025 03:08:14 AM	27 Feb, 2025 03:20:34 AM	17 Feb, 2025 10:59:13 PM	0:04:29		Internal
595161384814			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		27 Feb, 2025 03:08:14 AM	27 Feb, 2025 03:20:34 AM	17 Feb, 2025 10:59:13 PM	0:04:29		Internal
595161384814			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Feb, 2025 03:08:14 AM	27 Feb, 2025 03:20:34 AM	17 Feb, 2025 10:59:13 PM	0:04:29		Internal
595161384814			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Feb, 2025 03:08:14 AM	27 Feb, 2025 03:20:34 AM	17 Feb, 2025 10:59:13 PM	0:04:29		Internal
595161384814			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Feb, 2025 03:08:14 AM	27 Feb, 2025 03:20:34 AM	17 Feb, 2025 10:59:13 PM	0:04:29		Internal
595160870588			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Feb, 2025 01:31:14 PM	27 Feb, 2025 12:48:24 PM	13 Feb, 2025 01:03:24 PM	0:06:51		Internal
595160870588			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Feb, 2025 01:31:14 PM	27 Feb, 2025 12:48:24 PM	13 Feb, 2025 01:03:24 PM	0:06:51		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595160870588	[redacted]	[redacted]	CTE_Bus_Moving	[redacted]	Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	[redacted]	13 Feb, 2025 01:31:14 PM	27 Feb, 2025 12:48:24 PM	13 Feb, 2025 01:03:24 PM	0:06:51		Internal
595160870588			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Feb, 2025 01:31:14 PM	27 Feb, 2025 12:48:24 PM	13 Feb, 2025 01:03:24 PM	0:06:51		Internal
595160870588			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Feb, 2025 01:31:14 PM	27 Feb, 2025 12:48:24 PM	13 Feb, 2025 01:03:24 PM	0:06:51		Internal
595160870588			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Feb, 2025 01:31:14 PM	27 Feb, 2025 12:48:24 PM	13 Feb, 2025 01:03:24 PM	0:06:51		Internal
595160870588			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Feb, 2025 01:31:14 PM	27 Feb, 2025 12:48:24 PM	13 Feb, 2025 01:03:24 PM	0:06:51		Internal
595160870588			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Feb, 2025 01:31:14 PM	27 Feb, 2025 12:48:24 PM	13 Feb, 2025 01:03:24 PM	0:06:51		Internal
595160870588			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Feb, 2025 01:31:14 PM	27 Feb, 2025 12:48:24 PM	13 Feb, 2025 01:03:24 PM	0:06:51		Internal
595160870588			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Feb, 2025 01:31:14 PM	27 Feb, 2025 12:48:24 PM	13 Feb, 2025 01:03:24 PM	0:06:51		Internal
595160870588			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Feb, 2025 01:31:14 PM	27 Feb, 2025 12:48:24 PM	13 Feb, 2025 01:03:24 PM	0:06:51		Internal
595160870588			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Feb, 2025 01:31:14 PM	27 Feb, 2025 12:48:24 PM	13 Feb, 2025 01:03:24 PM	0:06:51		Internal
595160870588			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Feb, 2025 01:31:14 PM	27 Feb, 2025 12:48:24 PM	13 Feb, 2025 01:03:24 PM	0:06:51		Internal
595160870588			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Feb, 2025 01:31:14 PM	27 Feb, 2025 12:48:24 PM	13 Feb, 2025 01:03:24 PM	0:06:51		Internal
595160870588			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Feb, 2025 01:31:14 PM	27 Feb, 2025 12:48:24 PM	13 Feb, 2025 01:03:24 PM	0:06:51		Internal
595160870588			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Feb, 2025 01:31:14 PM	27 Feb, 2025 12:48:24 PM	13 Feb, 2025 01:03:24 PM	0:06:51		Internal
595160870588			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Feb, 2025 01:31:14 PM	27 Feb, 2025 12:48:24 PM	13 Feb, 2025 01:03:24 PM	0:06:51		Internal
595160870588			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 Feb, 2025 01:31:14 PM	27 Feb, 2025 12:48:24 PM	13 Feb, 2025 01:03:24 PM	0:06:51		Internal
595160870588			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Feb, 2025 01:31:14 PM	27 Feb, 2025 12:48:24 PM	13 Feb, 2025 01:03:24 PM	0:06:51		Internal
595160870588			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Feb, 2025 01:31:14 PM	27 Feb, 2025 12:48:24 PM	13 Feb, 2025 01:03:24 PM	0:06:51		Internal
595160870588			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Feb, 2025 01:31:14 PM	27 Feb, 2025 12:48:24 PM	13 Feb, 2025 01:03:24 PM	0:06:51		Internal
595160870588			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Feb, 2025 01:31:14 PM	27 Feb, 2025 12:48:24 PM	13 Feb, 2025 01:03:24 PM	0:06:51		Internal
595160870588			CTE_Bus_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		13 Feb, 2025 01:31:14 PM	27 Feb, 2025 12:48:24 PM	13 Feb, 2025 01:03:24 PM	0:06:51		Internal
595160870588			CTE_Bus_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Feb, 2025 01:31:14 PM	27 Feb, 2025 12:48:24 PM	13 Feb, 2025 01:03:24 PM	0:06:51		Internal
595160870588			CTE_Bus_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Feb, 2025 01:31:14 PM	27 Feb, 2025 12:48:24 PM	13 Feb, 2025 01:03:24 PM	0:06:51		Internal
595160870588			CTE_Bus_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Feb, 2025 01:31:14 PM	27 Feb, 2025 12:48:24 PM	13 Feb, 2025 01:03:24 PM	0:06:51		Internal
594150379495			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Feb, 2025 05:30:57 PM	27 Feb, 2025 01:02:37 PM	03 Feb, 2025 01:36:21 PM	0:02:29		Internal
594150379495			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Feb, 2025 05:30:57 PM	27 Feb, 2025 01:02:37 PM	03 Feb, 2025 01:36:21 PM	0:02:29		Internal
594150379495			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Feb, 2025 05:30:57 PM	27 Feb, 2025 01:02:37 PM	03 Feb, 2025 01:36:21 PM	0:02:29		Internal
594150379495			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Feb, 2025 05:30:57 PM	27 Feb, 2025 01:02:37 PM	03 Feb, 2025 01:36:21 PM	0:02:29		Internal
594150379495			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Feb, 2025 05:30:57 PM	27 Feb, 2025 01:02:37 PM	03 Feb, 2025 01:36:21 PM	0:02:29		Internal
594150379495			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Feb, 2025 05:30:57 PM	27 Feb, 2025 01:02:37 PM	03 Feb, 2025 01:36:21 PM	0:02:29		Internal
594150379495			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Feb, 2025 05:30:57 PM	27 Feb, 2025 01:02:37 PM	03 Feb, 2025 01:36:21 PM	0:02:29		Internal
594150379495			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Feb, 2025 05:30:57 PM	27 Feb, 2025 01:02:37 PM	03 Feb, 2025 01:36:21 PM	0:02:29		Internal
594150379495			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Feb, 2025 05:30:57 PM	27 Feb, 2025 01:02:37 PM	03 Feb, 2025 01:36:21 PM	0:02:29		Internal
594150379495			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Feb, 2025 05:30:57 PM	27 Feb, 2025 01:02:37 PM	03 Feb, 2025 01:36:21 PM	0:02:29		Internal
594150379495			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Feb, 2025 05:30:57 PM	27 Feb, 2025 01:02:37 PM	03 Feb, 2025 01:36:21 PM	0:02:29		Internal
594150379495			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Feb, 2025 05:30:57 PM	27 Feb, 2025 01:02:37 PM	03 Feb, 2025 01:36:21 PM	0:02:29		Internal
594150379495			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Feb, 2025 05:30:57 PM	27 Feb, 2025 01:02:37 PM	03 Feb, 2025 01:36:21 PM	0:02:29		Internal
594150379495			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Feb, 2025 05:30:57 PM	27 Feb, 2025 01:02:37 PM	03 Feb, 2025 01:36:21 PM	0:02:29		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594150379495	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	03 Feb, 2025 05:30:57 PM	27 Feb, 2025 01:02:37 PM	03 Feb, 2025 01:36:21 PM	0:02:29		Internal
594150379495			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Feb, 2025 05:30:57 PM	27 Feb, 2025 01:02:37 PM	03 Feb, 2025 01:36:21 PM	0:02:29		Internal
594150379495			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Feb, 2025 05:30:57 PM	27 Feb, 2025 01:02:37 PM	03 Feb, 2025 01:36:21 PM	0:02:29		Internal
594150379495			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Feb, 2025 05:30:57 PM	27 Feb, 2025 01:02:37 PM	03 Feb, 2025 01:36:21 PM	0:02:29		Internal
594150379495			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Feb, 2025 05:30:57 PM	27 Feb, 2025 01:02:37 PM	03 Feb, 2025 01:36:21 PM	0:02:29		Internal
594150379495			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Feb, 2025 05:30:57 PM	27 Feb, 2025 01:02:37 PM	03 Feb, 2025 01:36:21 PM	0:02:29		Internal
594150379495			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Feb, 2025 05:30:57 PM	27 Feb, 2025 01:02:37 PM	03 Feb, 2025 01:36:21 PM	0:02:29		Internal
594150379495			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Feb, 2025 05:30:57 PM	27 Feb, 2025 01:02:37 PM	03 Feb, 2025 01:36:21 PM	0:02:29		Internal
594150379495			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Feb, 2025 05:30:57 PM	27 Feb, 2025 01:02:37 PM	03 Feb, 2025 01:36:21 PM	0:02:29		Internal
594150379495			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Feb, 2025 05:30:57 PM	27 Feb, 2025 01:02:37 PM	03 Feb, 2025 01:36:21 PM	0:02:29		Internal
594150379495			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Feb, 2025 05:30:57 PM	27 Feb, 2025 01:02:37 PM	03 Feb, 2025 01:36:21 PM	0:02:29		Internal
594150379495			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Feb, 2025 05:30:57 PM	27 Feb, 2025 01:02:37 PM	03 Feb, 2025 01:36:21 PM	0:02:29		Internal
595160928296			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Feb, 2025 09:31:24 PM	27 Feb, 2025 01:25:14 PM	13 Feb, 2025 05:14:52 PM	0:09:38		Internal
595160928296			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Feb, 2025 09:31:24 PM	27 Feb, 2025 01:25:14 PM	13 Feb, 2025 05:14:52 PM	0:09:38		Internal
595160928296			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Feb, 2025 09:31:24 PM	27 Feb, 2025 01:25:14 PM	13 Feb, 2025 05:14:52 PM	0:09:38		Internal
595160928296			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Feb, 2025 09:31:24 PM	27 Feb, 2025 01:25:14 PM	13 Feb, 2025 05:14:52 PM	0:09:38		Internal
595160928296			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Feb, 2025 09:31:24 PM	27 Feb, 2025 01:25:14 PM	13 Feb, 2025 05:14:52 PM	0:09:38		Internal
595160928296			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Feb, 2025 09:31:24 PM	27 Feb, 2025 01:25:14 PM	13 Feb, 2025 05:14:52 PM	0:09:38		Internal
595160928296			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Feb, 2025 09:31:24 PM	27 Feb, 2025 01:25:14 PM	13 Feb, 2025 05:14:52 PM	0:09:38		Internal
595160928296			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Feb, 2025 09:31:24 PM	27 Feb, 2025 01:25:14 PM	13 Feb, 2025 05:14:52 PM	0:09:38		Internal
595160928296			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Feb, 2025 09:31:24 PM	27 Feb, 2025 01:25:14 PM	13 Feb, 2025 05:14:52 PM	0:09:38		Internal
595160928296			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Feb, 2025 09:31:24 PM	27 Feb, 2025 01:25:14 PM	13 Feb, 2025 05:14:52 PM	0:09:38		Internal
595160928296			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Feb, 2025 09:31:24 PM	27 Feb, 2025 01:25:14 PM	13 Feb, 2025 05:14:52 PM	0:09:38		Internal
595160928296			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Feb, 2025 09:31:24 PM	27 Feb, 2025 01:25:14 PM	13 Feb, 2025 05:14:52 PM	0:09:38		Internal
595160928296			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Feb, 2025 09:31:24 PM	27 Feb, 2025 01:25:14 PM	13 Feb, 2025 05:14:52 PM	0:09:38		Internal
595160928296			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Feb, 2025 09:31:24 PM	27 Feb, 2025 01:25:14 PM	13 Feb, 2025 05:14:52 PM	0:09:38		Internal
595160928296			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Feb, 2025 09:31:24 PM	27 Feb, 2025 01:25:14 PM	13 Feb, 2025 05:14:52 PM	0:09:38		Internal
595160928296			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Feb, 2025 09:31:24 PM	27 Feb, 2025 01:25:14 PM	13 Feb, 2025 05:14:52 PM	0:09:38		Internal
595160928296			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Feb, 2025 09:31:24 PM	27 Feb, 2025 01:25:14 PM	13 Feb, 2025 05:14:52 PM	0:09:38		Internal
595160928296			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 Feb, 2025 09:31:24 PM	27 Feb, 2025 01:25:14 PM	13 Feb, 2025 05:14:52 PM	0:09:38		Internal
595160928296			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Feb, 2025 09:31:24 PM	27 Feb, 2025 01:25:14 PM	13 Feb, 2025 05:14:52 PM	0:09:38		Internal
595160928296			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Feb, 2025 09:31:24 PM	27 Feb, 2025 01:25:14 PM	13 Feb, 2025 05:14:52 PM	0:09:38		Internal
595160928296			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Feb, 2025 09:31:24 PM	27 Feb, 2025 01:25:14 PM	13 Feb, 2025 05:14:52 PM	0:09:38		Internal
595160928296			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Feb, 2025 09:31:24 PM	27 Feb, 2025 01:25:14 PM	13 Feb, 2025 05:14:52 PM	0:09:38		Internal
595160928296			CTE_Bus_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		13 Feb, 2025 09:31:24 PM	27 Feb, 2025 01:25:14 PM	13 Feb, 2025 05:14:52 PM	0:09:38		Internal
595160928296			CTE_Bus_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Feb, 2025 09:31:24 PM	27 Feb, 2025 01:25:14 PM	13 Feb, 2025 05:14:52 PM	0:09:38		Internal
595160928296			CTE_Bus_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Feb, 2025 09:31:24 PM	27 Feb, 2025 01:25:14 PM	13 Feb, 2025 05:14:52 PM	0:09:38		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595160928296	[redacted]	[redacted]	CTE_Bus_Moving	[redacted]	Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	[redacted]	13 Feb, 2025 09:31:24 PM	27 Feb, 2025 01:25:14 PM	13 Feb, 2025 05:14:52 PM	0:09:38		Internal
595162367093			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Feb, 2025 12:31:29 AM	27 Feb, 2025 01:40:53 PM	24 Feb, 2025 10:35:43 PM	0:07:05		Internal
595162367093			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Feb, 2025 12:31:29 AM	27 Feb, 2025 01:40:53 PM	24 Feb, 2025 10:35:43 PM	0:07:05		Internal
595162367093			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Feb, 2025 12:31:29 AM	27 Feb, 2025 01:40:53 PM	24 Feb, 2025 10:35:43 PM	0:07:05		Internal
595162367093			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Feb, 2025 12:31:29 AM	27 Feb, 2025 01:40:53 PM	24 Feb, 2025 10:35:43 PM	0:07:05		Internal
595162367093			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Feb, 2025 12:31:29 AM	27 Feb, 2025 01:40:53 PM	24 Feb, 2025 10:35:43 PM	0:07:05		Internal
595162367093			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Feb, 2025 12:31:29 AM	27 Feb, 2025 01:40:53 PM	24 Feb, 2025 10:35:43 PM	0:07:05		Internal
595162367093			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Feb, 2025 12:31:29 AM	27 Feb, 2025 01:40:53 PM	24 Feb, 2025 10:35:43 PM	0:07:05		Internal
595162367093			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Feb, 2025 12:31:29 AM	27 Feb, 2025 01:40:53 PM	24 Feb, 2025 10:35:43 PM	0:07:05		Internal
595162367093			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Feb, 2025 12:31:29 AM	27 Feb, 2025 01:40:53 PM	24 Feb, 2025 10:35:43 PM	0:07:05		Internal
595162367093			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Feb, 2025 12:31:29 AM	27 Feb, 2025 01:40:53 PM	24 Feb, 2025 10:35:43 PM	0:07:05		Internal
595162367093			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Feb, 2025 12:31:29 AM	27 Feb, 2025 01:40:53 PM	24 Feb, 2025 10:35:43 PM	0:07:05		Internal
595162367093			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Feb, 2025 12:31:29 AM	27 Feb, 2025 01:40:53 PM	24 Feb, 2025 10:35:43 PM	0:07:05		Internal
595162367093			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Feb, 2025 12:31:29 AM	27 Feb, 2025 01:40:53 PM	24 Feb, 2025 10:35:43 PM	0:07:05		Internal
595162367093			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Feb, 2025 12:31:29 AM	27 Feb, 2025 01:40:53 PM	24 Feb, 2025 10:35:43 PM	0:07:05		Internal
595162367093			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Feb, 2025 12:31:29 AM	27 Feb, 2025 01:40:53 PM	24 Feb, 2025 10:35:43 PM	0:07:05		Internal
595162367093			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Feb, 2025 12:31:29 AM	27 Feb, 2025 01:40:53 PM	24 Feb, 2025 10:35:43 PM	0:07:05		Internal
595162367093			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Feb, 2025 12:31:29 AM	27 Feb, 2025 01:40:53 PM	24 Feb, 2025 10:35:43 PM	0:07:05		Internal
595162367093			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Feb, 2025 12:31:29 AM	27 Feb, 2025 01:40:53 PM	24 Feb, 2025 10:35:43 PM	0:07:05		Internal
595162367093			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Feb, 2025 12:31:29 AM	27 Feb, 2025 01:40:53 PM	24 Feb, 2025 10:35:43 PM	0:07:05		Internal
595162367093			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Feb, 2025 12:31:29 AM	27 Feb, 2025 01:40:53 PM	24 Feb, 2025 10:35:43 PM	0:07:05		Internal
595162367093			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Feb, 2025 12:31:29 AM	27 Feb, 2025 01:40:53 PM	24 Feb, 2025 10:35:43 PM	0:07:05		Internal
595162367093			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Feb, 2025 12:31:29 AM	27 Feb, 2025 01:40:53 PM	24 Feb, 2025 10:35:43 PM	0:07:05		Internal
595162367093			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		25 Feb, 2025 12:31:29 AM	27 Feb, 2025 01:40:53 PM	24 Feb, 2025 10:35:43 PM	0:07:05		Internal
595162367093			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Feb, 2025 12:31:29 AM	27 Feb, 2025 01:40:53 PM	24 Feb, 2025 10:35:43 PM	0:07:05		Internal
595162367093			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Feb, 2025 12:31:29 AM	27 Feb, 2025 01:40:53 PM	24 Feb, 2025 10:35:43 PM	0:07:05		Internal
595162367093			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Feb, 2025 12:31:29 AM	27 Feb, 2025 01:40:53 PM	24 Feb, 2025 10:35:43 PM	0:07:05		Internal
594151058187			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Feb, 2025 03:00:50 AM	27 Feb, 2025 01:58:18 PM	06 Feb, 2025 07:11:27 PM	0:02:47		Internal
594151058187			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Feb, 2025 03:00:50 AM	27 Feb, 2025 01:58:18 PM	06 Feb, 2025 07:11:27 PM	0:02:47		Internal
594151058187			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Feb, 2025 03:00:50 AM	27 Feb, 2025 01:58:18 PM	06 Feb, 2025 07:11:27 PM	0:02:47		Internal
594151058187			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Feb, 2025 03:00:50 AM	27 Feb, 2025 01:58:18 PM	06 Feb, 2025 07:11:27 PM	0:02:47		Internal
594151058187			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Feb, 2025 03:00:50 AM	27 Feb, 2025 01:58:18 PM	06 Feb, 2025 07:11:27 PM	0:02:47		Internal
594151058187			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Feb, 2025 03:00:50 AM	27 Feb, 2025 01:58:18 PM	06 Feb, 2025 07:11:27 PM	0:02:47		Internal
594151058187			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Feb, 2025 03:00:50 AM	27 Feb, 2025 01:58:18 PM	06 Feb, 2025 07:11:27 PM	0:02:47		Internal
594151058187			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Feb, 2025 03:00:50 AM	27 Feb, 2025 01:58:18 PM	06 Feb, 2025 07:11:27 PM	0:02:47		Internal
594151058187			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Feb, 2025 03:00:50 AM	27 Feb, 2025 01:58:18 PM	06 Feb, 2025 07:11:27 PM	0:02:47		Internal
594151058187			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Feb, 2025 03:00:50 AM	27 Feb, 2025 01:58:18 PM	06 Feb, 2025 07:11:27 PM	0:02:47		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594151058187	[redacted]	[redacted]	CTE_Bus_Solar	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	07 Feb, 2025 03:00:50 AM	27 Feb, 2025 01:58:18 PM	06 Feb, 2025 07:11:27 PM	0:02:47		Internal
594151058187			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Feb, 2025 03:00:50 AM	27 Feb, 2025 01:58:18 PM	06 Feb, 2025 07:11:27 PM	0:02:47		Internal
594151058187			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Feb, 2025 03:00:50 AM	27 Feb, 2025 01:58:18 PM	06 Feb, 2025 07:11:27 PM	0:02:47		Internal
594151058187			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Feb, 2025 03:00:50 AM	27 Feb, 2025 01:58:18 PM	06 Feb, 2025 07:11:27 PM	0:02:47		Internal
594151058187			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Feb, 2025 03:00:50 AM	27 Feb, 2025 01:58:18 PM	06 Feb, 2025 07:11:27 PM	0:02:47		Internal
594151058187			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Feb, 2025 03:00:50 AM	27 Feb, 2025 01:58:18 PM	06 Feb, 2025 07:11:27 PM	0:02:47		Internal
594151058187			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Feb, 2025 03:00:50 AM	27 Feb, 2025 01:58:18 PM	06 Feb, 2025 07:11:27 PM	0:02:47		Internal
594151058187			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Feb, 2025 03:00:50 AM	27 Feb, 2025 01:58:18 PM	06 Feb, 2025 07:11:27 PM	0:02:47		Internal
594151058187			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Feb, 2025 03:00:50 AM	27 Feb, 2025 01:58:18 PM	06 Feb, 2025 07:11:27 PM	0:02:47		Internal
594151058187			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Feb, 2025 03:00:50 AM	27 Feb, 2025 01:58:18 PM	06 Feb, 2025 07:11:27 PM	0:02:47		Internal
594151058187			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Feb, 2025 03:00:50 AM	27 Feb, 2025 01:58:18 PM	06 Feb, 2025 07:11:27 PM	0:02:47		Internal
594151058187			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Feb, 2025 03:00:50 AM	27 Feb, 2025 01:58:18 PM	06 Feb, 2025 07:11:27 PM	0:02:47		Internal
594151058187			CTE_Bus_Solar		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		07 Feb, 2025 03:00:50 AM	27 Feb, 2025 01:58:18 PM	06 Feb, 2025 07:11:27 PM	0:02:47		Internal
594151058187			CTE_Bus_Solar		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Feb, 2025 03:00:50 AM	27 Feb, 2025 01:58:18 PM	06 Feb, 2025 07:11:27 PM	0:02:47		Internal
594151058187			CTE_Bus_Solar		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Feb, 2025 03:00:50 AM	27 Feb, 2025 01:58:18 PM	06 Feb, 2025 07:11:27 PM	0:02:47		Internal
594151058187			CTE_Bus_Solar		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Feb, 2025 03:00:50 AM	27 Feb, 2025 01:58:18 PM	06 Feb, 2025 07:11:27 PM	0:02:47		Internal
595161792660			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Feb, 2025 02:20:41 PM	27 Feb, 2025 02:24:13 PM	20 Feb, 2025 01:18:49 AM	0:02:40		Internal
595161792660			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Feb, 2025 02:20:41 PM	27 Feb, 2025 02:24:13 PM	20 Feb, 2025 01:18:49 AM	0:02:40		Internal
595161792660			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Feb, 2025 02:20:41 PM	27 Feb, 2025 02:24:13 PM	20 Feb, 2025 01:18:49 AM	0:02:40		Internal
595161792660			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Feb, 2025 02:20:41 PM	27 Feb, 2025 02:24:13 PM	20 Feb, 2025 01:18:49 AM	0:02:40		Internal
595161792660			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Feb, 2025 02:20:41 PM	27 Feb, 2025 02:24:13 PM	20 Feb, 2025 01:18:49 AM	0:02:40		Internal
595161792660			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Feb, 2025 02:20:41 PM	27 Feb, 2025 02:24:13 PM	20 Feb, 2025 01:18:49 AM	0:02:40		Internal
595161792660			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Feb, 2025 02:20:41 PM	27 Feb, 2025 02:24:13 PM	20 Feb, 2025 01:18:49 AM	0:02:40		Internal
595161792660			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Feb, 2025 02:20:41 PM	27 Feb, 2025 02:24:13 PM	20 Feb, 2025 01:18:49 AM	0:02:40		Internal
595161792660			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Feb, 2025 02:20:41 PM	27 Feb, 2025 02:24:13 PM	20 Feb, 2025 01:18:49 AM	0:02:40		Internal
595161792660			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Feb, 2025 02:20:41 PM	27 Feb, 2025 02:24:13 PM	20 Feb, 2025 01:18:49 AM	0:02:40		Internal
595161792660			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Feb, 2025 02:20:41 PM	27 Feb, 2025 02:24:13 PM	20 Feb, 2025 01:18:49 AM	0:02:40		Internal
595161792660			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Feb, 2025 02:20:41 PM	27 Feb, 2025 02:24:13 PM	20 Feb, 2025 01:18:49 AM	0:02:40		Internal
595161792660			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Feb, 2025 02:20:41 PM	27 Feb, 2025 02:24:13 PM	20 Feb, 2025 01:18:49 AM	0:02:40		Internal
595161792660			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Feb, 2025 02:20:41 PM	27 Feb, 2025 02:24:13 PM	20 Feb, 2025 01:18:49 AM	0:02:40		Internal
595161792660			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Feb, 2025 02:20:41 PM	27 Feb, 2025 02:24:13 PM	20 Feb, 2025 01:18:49 AM	0:02:40		Internal
595161792660			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Feb, 2025 02:20:41 PM	27 Feb, 2025 02:24:13 PM	20 Feb, 2025 01:18:49 AM	0:02:40		Internal
595161792660			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Feb, 2025 02:20:41 PM	27 Feb, 2025 02:24:13 PM	20 Feb, 2025 01:18:49 AM	0:02:40		Internal
595161792660			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Feb, 2025 02:20:41 PM	27 Feb, 2025 02:24:13 PM	20 Feb, 2025 01:18:49 AM	0:02:40		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595161792660	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	27 Feb, 2025 02:20:41 PM	27 Feb, 2025 02:24:13 PM	20 Feb, 2025 01:18:49 AM	0:02:40		Internal
595161792660			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Feb, 2025 02:20:41 PM	27 Feb, 2025 02:24:13 PM	20 Feb, 2025 01:18:49 AM	0:02:40		Internal
595161792660			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Feb, 2025 02:20:41 PM	27 Feb, 2025 02:24:13 PM	20 Feb, 2025 01:18:49 AM	0:02:40		Internal
595161792660			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Feb, 2025 02:20:41 PM	27 Feb, 2025 02:24:13 PM	20 Feb, 2025 01:18:49 AM	0:02:40		Internal
595161792660			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		27 Feb, 2025 02:20:41 PM	27 Feb, 2025 02:24:13 PM	20 Feb, 2025 01:18:49 AM	0:02:40		Internal
595161792660			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Feb, 2025 02:20:41 PM	27 Feb, 2025 02:24:13 PM	20 Feb, 2025 01:18:49 AM	0:02:40		Internal
595161792660			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Feb, 2025 02:20:41 PM	27 Feb, 2025 02:24:13 PM	20 Feb, 2025 01:18:49 AM	0:02:40		Internal
595161792660			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Feb, 2025 02:20:41 PM	27 Feb, 2025 02:24:13 PM	20 Feb, 2025 01:18:49 AM	0:02:40		Internal
595161984904			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Feb, 2025 02:38:32 PM	27 Feb, 2025 02:41:13 PM	21 Feb, 2025 02:18:28 PM	0:02:09		Internal
595161984904			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Feb, 2025 02:38:32 PM	27 Feb, 2025 02:41:13 PM	21 Feb, 2025 02:18:28 PM	0:02:09		Internal
595161984904			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Feb, 2025 02:38:32 PM	27 Feb, 2025 02:41:13 PM	21 Feb, 2025 02:18:28 PM	0:02:09		Internal
595161984904			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Feb, 2025 02:38:32 PM	27 Feb, 2025 02:41:13 PM	21 Feb, 2025 02:18:28 PM	0:02:09		Internal
595161984904			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Feb, 2025 02:38:32 PM	27 Feb, 2025 02:41:13 PM	21 Feb, 2025 02:18:28 PM	0:02:09		Internal
595161984904			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Feb, 2025 02:38:32 PM	27 Feb, 2025 02:41:13 PM	21 Feb, 2025 02:18:28 PM	0:02:09		Internal
595161984904			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Feb, 2025 02:38:32 PM	27 Feb, 2025 02:41:13 PM	21 Feb, 2025 02:18:28 PM	0:02:09		Internal
595161984904			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Feb, 2025 02:38:32 PM	27 Feb, 2025 02:41:13 PM	21 Feb, 2025 02:18:28 PM	0:02:09		Internal
595161984904			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Feb, 2025 02:38:32 PM	27 Feb, 2025 02:41:13 PM	21 Feb, 2025 02:18:28 PM	0:02:09		Internal
595161984904			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Feb, 2025 02:38:32 PM	27 Feb, 2025 02:41:13 PM	21 Feb, 2025 02:18:28 PM	0:02:09		Internal
595161984904			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Feb, 2025 02:38:32 PM	27 Feb, 2025 02:41:13 PM	21 Feb, 2025 02:18:28 PM	0:02:09		Internal
595161984904			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Feb, 2025 02:38:32 PM	27 Feb, 2025 02:41:13 PM	21 Feb, 2025 02:18:28 PM	0:02:09		Internal
595161984904			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Feb, 2025 02:38:32 PM	27 Feb, 2025 02:41:13 PM	21 Feb, 2025 02:18:28 PM	0:02:09		Internal
595161984904			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Feb, 2025 02:38:32 PM	27 Feb, 2025 02:41:13 PM	21 Feb, 2025 02:18:28 PM	0:02:09		Internal
595161984904			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Feb, 2025 02:38:32 PM	27 Feb, 2025 02:41:13 PM	21 Feb, 2025 02:18:28 PM	0:02:09		Internal
595161984904			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Feb, 2025 02:38:32 PM	27 Feb, 2025 02:41:13 PM	21 Feb, 2025 02:18:28 PM	0:02:09		Internal
595161984904			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Feb, 2025 02:38:32 PM	27 Feb, 2025 02:41:13 PM	21 Feb, 2025 02:18:28 PM	0:02:09		Internal
595161984904			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Feb, 2025 02:38:32 PM	27 Feb, 2025 02:41:13 PM	21 Feb, 2025 02:18:28 PM	0:02:09		Internal
595161984904			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Feb, 2025 02:38:32 PM	27 Feb, 2025 02:41:13 PM	21 Feb, 2025 02:18:28 PM	0:02:09		Internal
595161984904			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Feb, 2025 02:38:32 PM	27 Feb, 2025 02:41:13 PM	21 Feb, 2025 02:18:28 PM	0:02:09		Internal
595161984904			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Feb, 2025 02:38:32 PM	27 Feb, 2025 02:41:13 PM	21 Feb, 2025 02:18:28 PM	0:02:09		Internal
595161984904			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Feb, 2025 02:38:32 PM	27 Feb, 2025 02:41:13 PM	21 Feb, 2025 02:18:28 PM	0:02:09		Internal
595161984904			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		27 Feb, 2025 02:38:32 PM	27 Feb, 2025 02:41:13 PM	21 Feb, 2025 02:18:28 PM	0:02:09		Internal
595161984904			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Feb, 2025 02:38:32 PM	27 Feb, 2025 02:41:13 PM	21 Feb, 2025 02:18:28 PM	0:02:09		Internal
595161984904			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Feb, 2025 02:38:32 PM	27 Feb, 2025 02:41:13 PM	21 Feb, 2025 02:18:28 PM	0:02:09		Internal
595161984904			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Feb, 2025 02:38:32 PM	27 Feb, 2025 02:41:13 PM	21 Feb, 2025 02:18:28 PM	0:02:09		Internal
595162281084			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Feb, 2025 12:31:34 PM	27 Feb, 2025 03:55:33 PM	24 Feb, 2025 06:17:01 PM	0:02:57		Internal
595162281084			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Feb, 2025 12:31:34 PM	27 Feb, 2025 03:55:33 PM	24 Feb, 2025 06:17:01 PM	0:02:57		Internal
595162281084			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Feb, 2025 12:31:34 PM	27 Feb, 2025 03:55:33 PM	24 Feb, 2025 06:17:01 PM	0:02:57		Internal
595162281084			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Feb, 2025 12:31:34 PM	27 Feb, 2025 03:55:33 PM	24 Feb, 2025 06:17:01 PM	0:02:57		Internal
595162281084			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Feb, 2025 12:31:34 PM	27 Feb, 2025 03:55:33 PM	24 Feb, 2025 06:17:01 PM	0:02:57		Internal
595162281084			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Feb, 2025 12:31:34 PM	27 Feb, 2025 03:55:33 PM	24 Feb, 2025 06:17:01 PM	0:02:57		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595162281084	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	25 Feb, 2025 12:31:34 PM	27 Feb, 2025 03:55:33 PM	24 Feb, 2025 06:17:01 PM	0:02:57		Internal
595162281084			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Feb, 2025 12:31:34 PM	27 Feb, 2025 03:55:33 PM	24 Feb, 2025 06:17:01 PM	0:02:57		Internal
595162281084			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Feb, 2025 12:31:34 PM	27 Feb, 2025 03:55:33 PM	24 Feb, 2025 06:17:01 PM	0:02:57		Internal
595162281084			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Feb, 2025 12:31:34 PM	27 Feb, 2025 03:55:33 PM	24 Feb, 2025 06:17:01 PM	0:02:57		Internal
595162281084			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Feb, 2025 12:31:34 PM	27 Feb, 2025 03:55:33 PM	24 Feb, 2025 06:17:01 PM	0:02:57		Internal
595162281084			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Feb, 2025 12:31:34 PM	27 Feb, 2025 03:55:33 PM	24 Feb, 2025 06:17:01 PM	0:02:57		Internal
595162281084			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Feb, 2025 12:31:34 PM	27 Feb, 2025 03:55:33 PM	24 Feb, 2025 06:17:01 PM	0:02:57		Internal
595162281084			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Feb, 2025 12:31:34 PM	27 Feb, 2025 03:55:33 PM	24 Feb, 2025 06:17:01 PM	0:02:57		Internal
595162281084			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Feb, 2025 12:31:34 PM	27 Feb, 2025 03:55:33 PM	24 Feb, 2025 06:17:01 PM	0:02:57		Internal
595162281084			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Feb, 2025 12:31:34 PM	27 Feb, 2025 03:55:33 PM	24 Feb, 2025 06:17:01 PM	0:02:57		Internal
595162281084			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Feb, 2025 12:31:34 PM	27 Feb, 2025 03:55:33 PM	24 Feb, 2025 06:17:01 PM	0:02:57		Internal
595162281084			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Feb, 2025 12:31:34 PM	27 Feb, 2025 03:55:33 PM	24 Feb, 2025 06:17:01 PM	0:02:57		Internal
595162281084			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Feb, 2025 12:31:34 PM	27 Feb, 2025 03:55:33 PM	24 Feb, 2025 06:17:01 PM	0:02:57		Internal
595162281084			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Feb, 2025 12:31:34 PM	27 Feb, 2025 03:55:33 PM	24 Feb, 2025 06:17:01 PM	0:02:57		Internal
595162281084			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Feb, 2025 12:31:34 PM	27 Feb, 2025 03:55:33 PM	24 Feb, 2025 06:17:01 PM	0:02:57		Internal
595162281084			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Feb, 2025 12:31:34 PM	27 Feb, 2025 03:55:33 PM	24 Feb, 2025 06:17:01 PM	0:02:57		Internal
595162281084			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		25 Feb, 2025 12:31:34 PM	27 Feb, 2025 03:55:33 PM	24 Feb, 2025 06:17:01 PM	0:02:57		Internal
595162281084			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Feb, 2025 12:31:34 PM	27 Feb, 2025 03:55:33 PM	24 Feb, 2025 06:17:01 PM	0:02:57		Internal
595162281084			CTE_Res_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Feb, 2025 12:31:34 PM	27 Feb, 2025 03:55:33 PM	24 Feb, 2025 06:17:01 PM	0:02:57		Internal
595162281084			CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Feb, 2025 12:31:34 PM	27 Feb, 2025 03:55:33 PM	24 Feb, 2025 06:17:01 PM	0:02:57		Internal
595161711001			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Feb, 2025 08:01:26 PM	27 Feb, 2025 04:19:15 PM	19 Feb, 2025 06:56:52 PM	0:03:08		Internal
595161711001			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Feb, 2025 08:01:26 PM	27 Feb, 2025 04:19:15 PM	19 Feb, 2025 06:56:52 PM	0:03:08		Internal
595161711001			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Feb, 2025 08:01:26 PM	27 Feb, 2025 04:19:15 PM	19 Feb, 2025 06:56:52 PM	0:03:08		Internal
595161711001			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Feb, 2025 08:01:26 PM	27 Feb, 2025 04:19:15 PM	19 Feb, 2025 06:56:52 PM	0:03:08		Internal
595161711001			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Feb, 2025 08:01:26 PM	27 Feb, 2025 04:19:15 PM	19 Feb, 2025 06:56:52 PM	0:03:08		Internal
595161711001			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		20 Feb, 2025 08:01:26 PM	27 Feb, 2025 04:19:15 PM	19 Feb, 2025 06:56:52 PM	0:03:08		Internal
595161711001			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 Feb, 2025 08:01:26 PM	27 Feb, 2025 04:19:15 PM	19 Feb, 2025 06:56:52 PM	0:03:08		Internal
595161711001			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 Feb, 2025 08:01:26 PM	27 Feb, 2025 04:19:15 PM	19 Feb, 2025 06:56:52 PM	0:03:08		Internal
595161711001			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 Feb, 2025 08:01:26 PM	27 Feb, 2025 04:19:15 PM	19 Feb, 2025 06:56:52 PM	0:03:08		Internal
595161711001			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		20 Feb, 2025 08:01:26 PM	27 Feb, 2025 04:19:15 PM	19 Feb, 2025 06:56:52 PM	0:03:08		Internal
595161711001			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		20 Feb, 2025 08:01:26 PM	27 Feb, 2025 04:19:15 PM	19 Feb, 2025 06:56:52 PM	0:03:08		Internal
595161711001			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Feb, 2025 08:01:26 PM	27 Feb, 2025 04:19:15 PM	19 Feb, 2025 06:56:52 PM	0:03:08		Internal
595161711001			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 Feb, 2025 08:01:26 PM	27 Feb, 2025 04:19:15 PM	19 Feb, 2025 06:56:52 PM	0:03:08		Internal
595161711001			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		20 Feb, 2025 08:01:26 PM	27 Feb, 2025 04:19:15 PM	19 Feb, 2025 06:56:52 PM	0:03:08		Internal
595161711001			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		20 Feb, 2025 08:01:26 PM	27 Feb, 2025 04:19:15 PM	19 Feb, 2025 06:56:52 PM	0:03:08		Internal
595161711001			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Feb, 2025 08:01:26 PM	27 Feb, 2025 04:19:15 PM	19 Feb, 2025 06:56:52 PM	0:03:08		Internal
595161711001			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 Feb, 2025 08:01:26 PM	27 Feb, 2025 04:19:15 PM	19 Feb, 2025 06:56:52 PM	0:03:08		Internal
595161711001			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		20 Feb, 2025 08:01:26 PM	27 Feb, 2025 04:19:15 PM	19 Feb, 2025 06:56:52 PM	0:03:08		Internal

Master Contact	Agent Name	Team	Skill	[redacted]	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595161711001	[redacted]		CTE_Res_Default	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	20 Feb, 2025 08:01:26 PM	27 Feb, 2025 04:19:15 PM	19 Feb, 2025 06:56:52 PM	0:03:08		Internal
595161711001			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Feb, 2025 08:01:26 PM	27 Feb, 2025 04:19:15 PM	19 Feb, 2025 06:56:52 PM	0:03:08		Internal
595161711001			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 Feb, 2025 08:01:26 PM	27 Feb, 2025 04:19:15 PM	19 Feb, 2025 06:56:52 PM	0:03:08		Internal
595161711001			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 Feb, 2025 08:01:26 PM	27 Feb, 2025 04:19:15 PM	19 Feb, 2025 06:56:52 PM	0:03:08		Internal
595161711001			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		20 Feb, 2025 08:01:26 PM	27 Feb, 2025 04:19:15 PM	19 Feb, 2025 06:56:52 PM	0:03:08		Internal
595161711001			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 Feb, 2025 08:01:26 PM	27 Feb, 2025 04:19:15 PM	19 Feb, 2025 06:56:52 PM	0:03:08		Internal
595161711001			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Feb, 2025 08:01:26 PM	27 Feb, 2025 04:19:15 PM	19 Feb, 2025 06:56:52 PM	0:03:08		Internal
595161711001			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Feb, 2025 08:01:26 PM	27 Feb, 2025 04:19:15 PM	19 Feb, 2025 06:56:52 PM	0:03:08		Internal
595162151165			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Feb, 2025 05:02:43 PM	27 Feb, 2025 05:07:51 PM	22 Feb, 2025 04:48:31 PM	0:03:09		Internal
595162151165			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Feb, 2025 05:02:43 PM	27 Feb, 2025 05:07:51 PM	22 Feb, 2025 04:48:31 PM	0:03:09		Internal
595162151165			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Feb, 2025 05:02:43 PM	27 Feb, 2025 05:07:51 PM	22 Feb, 2025 04:48:31 PM	0:03:09		Internal
595162151165			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Feb, 2025 05:02:43 PM	27 Feb, 2025 05:07:51 PM	22 Feb, 2025 04:48:31 PM	0:03:09		Internal
595162151165			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Feb, 2025 05:02:43 PM	27 Feb, 2025 05:07:51 PM	22 Feb, 2025 04:48:31 PM	0:03:09		Internal
595162151165			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Feb, 2025 05:02:43 PM	27 Feb, 2025 05:07:51 PM	22 Feb, 2025 04:48:31 PM	0:03:09		Internal
595162151165			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Feb, 2025 05:02:43 PM	27 Feb, 2025 05:07:51 PM	22 Feb, 2025 04:48:31 PM	0:03:09		Internal
595162151165			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Feb, 2025 05:02:43 PM	27 Feb, 2025 05:07:51 PM	22 Feb, 2025 04:48:31 PM	0:03:09		Internal
595162151165			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Feb, 2025 05:02:43 PM	27 Feb, 2025 05:07:51 PM	22 Feb, 2025 04:48:31 PM	0:03:09		Internal
595162151165			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Feb, 2025 05:02:43 PM	27 Feb, 2025 05:07:51 PM	22 Feb, 2025 04:48:31 PM	0:03:09		Internal
595162151165			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Feb, 2025 05:02:43 PM	27 Feb, 2025 05:07:51 PM	22 Feb, 2025 04:48:31 PM	0:03:09		Internal
595162151165			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Feb, 2025 05:02:43 PM	27 Feb, 2025 05:07:51 PM	22 Feb, 2025 04:48:31 PM	0:03:09		Internal
595162151165			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Feb, 2025 05:02:43 PM	27 Feb, 2025 05:07:51 PM	22 Feb, 2025 04:48:31 PM	0:03:09		Internal
595162151165			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Feb, 2025 05:02:43 PM	27 Feb, 2025 05:07:51 PM	22 Feb, 2025 04:48:31 PM	0:03:09		Internal
595162151165			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Feb, 2025 05:02:43 PM	27 Feb, 2025 05:07:51 PM	22 Feb, 2025 04:48:31 PM	0:03:09		Internal
595162151165			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Feb, 2025 05:02:43 PM	27 Feb, 2025 05:07:51 PM	22 Feb, 2025 04:48:31 PM	0:03:09		Internal
595162151165			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Feb, 2025 05:02:43 PM	27 Feb, 2025 05:07:51 PM	22 Feb, 2025 04:48:31 PM	0:03:09		Internal
595162151165			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Feb, 2025 05:02:43 PM	27 Feb, 2025 05:07:51 PM	22 Feb, 2025 04:48:31 PM	0:03:09		Internal
595162151165			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Feb, 2025 05:02:43 PM	27 Feb, 2025 05:07:51 PM	22 Feb, 2025 04:48:31 PM	0:03:09		Internal
595162151165			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Feb, 2025 05:02:43 PM	27 Feb, 2025 05:07:51 PM	22 Feb, 2025 04:48:31 PM	0:03:09		Internal
595162151165			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Feb, 2025 05:02:43 PM	27 Feb, 2025 05:07:51 PM	22 Feb, 2025 04:48:31 PM	0:03:09		Internal
595162151165			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Feb, 2025 05:02:43 PM	27 Feb, 2025 05:07:51 PM	22 Feb, 2025 04:48:31 PM	0:03:09		Internal
595162151165			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		27 Feb, 2025 05:02:43 PM	27 Feb, 2025 05:07:51 PM	22 Feb, 2025 04:48:31 PM	0:03:09		Internal
595162151165			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Feb, 2025 05:02:43 PM	27 Feb, 2025 05:07:51 PM	22 Feb, 2025 04:48:31 PM	0:03:09		Internal
595162151165			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Feb, 2025 05:02:43 PM	27 Feb, 2025 05:07:51 PM	22 Feb, 2025 04:48:31 PM	0:03:09		Internal
595162151165			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Feb, 2025 05:02:43 PM	27 Feb, 2025 05:07:51 PM	22 Feb, 2025 04:48:31 PM	0:03:09		Internal
595161842849			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Feb, 2025 05:16:59 PM	27 Feb, 2025 05:20:01 PM	20 Feb, 2025 04:02:16 PM	0:03:02		Internal
595161842849			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Feb, 2025 05:16:59 PM	27 Feb, 2025 05:20:01 PM	20 Feb, 2025 04:02:16 PM	0:03:02		Internal
595161842849			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Feb, 2025 05:16:59 PM	27 Feb, 2025 05:20:01 PM	20 Feb, 2025 04:02:16 PM	0:03:02		Internal
595161842849			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Feb, 2025 05:16:59 PM	27 Feb, 2025 05:20:01 PM	20 Feb, 2025 04:02:16 PM	0:03:02		Internal
595161842849			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Feb, 2025 05:16:59 PM	27 Feb, 2025 05:20:01 PM	20 Feb, 2025 04:02:16 PM	0:03:02		Internal
595161842849			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Feb, 2025 05:16:59 PM	27 Feb, 2025 05:20:01 PM	20 Feb, 2025 04:02:16 PM	0:03:02		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595161842849	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	27 Feb, 2025 05:16:59 PM	27 Feb, 2025 05:20:01 PM	20 Feb, 2025 04:02:16 PM	0:03:02		Internal
595161842849			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Feb, 2025 05:16:59 PM	27 Feb, 2025 05:20:01 PM	20 Feb, 2025 04:02:16 PM	0:03:02		Internal
595161842849			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Feb, 2025 05:16:59 PM	27 Feb, 2025 05:20:01 PM	20 Feb, 2025 04:02:16 PM	0:03:02		Internal
595161842849			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Feb, 2025 05:16:59 PM	27 Feb, 2025 05:20:01 PM	20 Feb, 2025 04:02:16 PM	0:03:02		Internal
595161842849			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Feb, 2025 05:16:59 PM	27 Feb, 2025 05:20:01 PM	20 Feb, 2025 04:02:16 PM	0:03:02		Internal
595161842849			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Feb, 2025 05:16:59 PM	27 Feb, 2025 05:20:01 PM	20 Feb, 2025 04:02:16 PM	0:03:02		Internal
595161842849			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Feb, 2025 05:16:59 PM	27 Feb, 2025 05:20:01 PM	20 Feb, 2025 04:02:16 PM	0:03:02		Internal
595161842849			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Feb, 2025 05:16:59 PM	27 Feb, 2025 05:20:01 PM	20 Feb, 2025 04:02:16 PM	0:03:02		Internal
595161842849			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Feb, 2025 05:16:59 PM	27 Feb, 2025 05:20:01 PM	20 Feb, 2025 04:02:16 PM	0:03:02		Internal
595161842849			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Feb, 2025 05:16:59 PM	27 Feb, 2025 05:20:01 PM	20 Feb, 2025 04:02:16 PM	0:03:02		Internal
595161842849			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Feb, 2025 05:16:59 PM	27 Feb, 2025 05:20:01 PM	20 Feb, 2025 04:02:16 PM	0:03:02		Internal
595161842849			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Feb, 2025 05:16:59 PM	27 Feb, 2025 05:20:01 PM	20 Feb, 2025 04:02:16 PM	0:03:02		Internal
595161842849			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Feb, 2025 05:16:59 PM	27 Feb, 2025 05:20:01 PM	20 Feb, 2025 04:02:16 PM	0:03:02		Internal
595161842849			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Feb, 2025 05:16:59 PM	27 Feb, 2025 05:20:01 PM	20 Feb, 2025 04:02:16 PM	0:03:02		Internal
595161842849			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Feb, 2025 05:16:59 PM	27 Feb, 2025 05:20:01 PM	20 Feb, 2025 04:02:16 PM	0:03:02		Internal
595161842849			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Feb, 2025 05:16:59 PM	27 Feb, 2025 05:20:01 PM	20 Feb, 2025 04:02:16 PM	0:03:02		Internal
595161842849			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		27 Feb, 2025 05:16:59 PM	27 Feb, 2025 05:20:01 PM	20 Feb, 2025 04:02:16 PM	0:03:02		Internal
595161842849			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Feb, 2025 05:16:59 PM	27 Feb, 2025 05:20:01 PM	20 Feb, 2025 04:02:16 PM	0:03:02		Internal
595161842849			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Feb, 2025 05:16:59 PM	27 Feb, 2025 05:20:01 PM	20 Feb, 2025 04:02:16 PM	0:03:02		Internal
595161842849			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Feb, 2025 05:16:59 PM	27 Feb, 2025 05:20:01 PM	20 Feb, 2025 04:02:16 PM	0:03:02		Internal
595160764979			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Feb, 2025 07:31:33 PM	27 Feb, 2025 05:23:33 PM	12 Feb, 2025 05:09:39 PM	0:04:11		Internal
595160764979			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Feb, 2025 07:31:33 PM	27 Feb, 2025 05:23:33 PM	12 Feb, 2025 05:09:39 PM	0:04:11		Internal
595160764979			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Feb, 2025 07:31:33 PM	27 Feb, 2025 05:23:33 PM	12 Feb, 2025 05:09:39 PM	0:04:11		Internal
595160764979			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Feb, 2025 07:31:33 PM	27 Feb, 2025 05:23:33 PM	12 Feb, 2025 05:09:39 PM	0:04:11		Internal
595160764979			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Feb, 2025 07:31:33 PM	27 Feb, 2025 05:23:33 PM	12 Feb, 2025 05:09:39 PM	0:04:11		Internal
595160764979			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Feb, 2025 07:31:33 PM	27 Feb, 2025 05:23:33 PM	12 Feb, 2025 05:09:39 PM	0:04:11		Internal
595160764979			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Feb, 2025 07:31:33 PM	27 Feb, 2025 05:23:33 PM	12 Feb, 2025 05:09:39 PM	0:04:11		Internal
595160764979			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Feb, 2025 07:31:33 PM	27 Feb, 2025 05:23:33 PM	12 Feb, 2025 05:09:39 PM	0:04:11		Internal
595160764979			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Feb, 2025 07:31:33 PM	27 Feb, 2025 05:23:33 PM	12 Feb, 2025 05:09:39 PM	0:04:11		Internal
595160764979			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Feb, 2025 07:31:33 PM	27 Feb, 2025 05:23:33 PM	12 Feb, 2025 05:09:39 PM	0:04:11		Internal
595160764979			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Feb, 2025 07:31:33 PM	27 Feb, 2025 05:23:33 PM	12 Feb, 2025 05:09:39 PM	0:04:11		Internal
595160764979			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Feb, 2025 07:31:33 PM	27 Feb, 2025 05:23:33 PM	12 Feb, 2025 05:09:39 PM	0:04:11		Internal
595160764979			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Feb, 2025 07:31:33 PM	27 Feb, 2025 05:23:33 PM	12 Feb, 2025 05:09:39 PM	0:04:11		Internal
595160764979			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Feb, 2025 07:31:33 PM	27 Feb, 2025 05:23:33 PM	12 Feb, 2025 05:09:39 PM	0:04:11		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type		Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595160764979	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	12 Feb, 2025 07:31:33 PM	27 Feb, 2025 05:23:33 PM	12 Feb, 2025 05:09:39 PM	0:04:11		Internal
595160764979			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Feb, 2025 07:31:33 PM	27 Feb, 2025 05:23:33 PM	12 Feb, 2025 05:09:39 PM	0:04:11		Internal
595160764979			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Feb, 2025 07:31:33 PM	27 Feb, 2025 05:23:33 PM	12 Feb, 2025 05:09:39 PM	0:04:11		Internal
595160764979			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Feb, 2025 07:31:33 PM	27 Feb, 2025 05:23:33 PM	12 Feb, 2025 05:09:39 PM	0:04:11		Internal
595160764979			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Feb, 2025 07:31:33 PM	27 Feb, 2025 05:23:33 PM	12 Feb, 2025 05:09:39 PM	0:04:11		Internal
595160764979			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Feb, 2025 07:31:33 PM	27 Feb, 2025 05:23:33 PM	12 Feb, 2025 05:09:39 PM	0:04:11		Internal
595160764979			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Feb, 2025 07:31:33 PM	27 Feb, 2025 05:23:33 PM	12 Feb, 2025 05:09:39 PM	0:04:11		Internal
595160764979			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Feb, 2025 07:31:33 PM	27 Feb, 2025 05:23:33 PM	12 Feb, 2025 05:09:39 PM	0:04:11		Internal
595160764979			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		12 Feb, 2025 07:31:33 PM	27 Feb, 2025 05:23:33 PM	12 Feb, 2025 05:09:39 PM	0:04:11		Internal
595160764979			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Feb, 2025 07:31:33 PM	27 Feb, 2025 05:23:33 PM	12 Feb, 2025 05:09:39 PM	0:04:11		Internal
595160764979			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Feb, 2025 07:31:33 PM	27 Feb, 2025 05:23:33 PM	12 Feb, 2025 05:09:39 PM	0:04:11		Internal
595160764979			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Feb, 2025 07:31:33 PM	27 Feb, 2025 05:23:33 PM	12 Feb, 2025 05:09:39 PM	0:04:11		Internal
594150447470			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Feb, 2025 05:34:21 PM	27 Feb, 2025 05:46:49 PM	03 Feb, 2025 04:40:19 PM	0:02:47		Internal
594150447470			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Feb, 2025 05:34:21 PM	27 Feb, 2025 05:46:49 PM	03 Feb, 2025 04:40:19 PM	0:02:47		Internal
594150447470			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Feb, 2025 05:34:21 PM	27 Feb, 2025 05:46:49 PM	03 Feb, 2025 04:40:19 PM	0:02:47		Internal
594150447470			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Feb, 2025 05:34:21 PM	27 Feb, 2025 05:46:49 PM	03 Feb, 2025 04:40:19 PM	0:02:47		Internal
594150447470			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Feb, 2025 05:34:21 PM	27 Feb, 2025 05:46:49 PM	03 Feb, 2025 04:40:19 PM	0:02:47		Internal
594150447470			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Feb, 2025 05:34:21 PM	27 Feb, 2025 05:46:49 PM	03 Feb, 2025 04:40:19 PM	0:02:47		Internal
594150447470			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Feb, 2025 05:34:21 PM	27 Feb, 2025 05:46:49 PM	03 Feb, 2025 04:40:19 PM	0:02:47		Internal
594150447470			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Feb, 2025 05:34:21 PM	27 Feb, 2025 05:46:49 PM	03 Feb, 2025 04:40:19 PM	0:02:47		Internal
594150447470			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Feb, 2025 05:34:21 PM	27 Feb, 2025 05:46:49 PM	03 Feb, 2025 04:40:19 PM	0:02:47		Internal
594150447470			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Feb, 2025 05:34:21 PM	27 Feb, 2025 05:46:49 PM	03 Feb, 2025 04:40:19 PM	0:02:47		Internal
594150447470			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Feb, 2025 05:34:21 PM	27 Feb, 2025 05:46:49 PM	03 Feb, 2025 04:40:19 PM	0:02:47		Internal
594150447470			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Feb, 2025 05:34:21 PM	27 Feb, 2025 05:46:49 PM	03 Feb, 2025 04:40:19 PM	0:02:47		Internal
594150447470			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Feb, 2025 05:34:21 PM	27 Feb, 2025 05:46:49 PM	03 Feb, 2025 04:40:19 PM	0:02:47		Internal
594150447470			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Feb, 2025 05:34:21 PM	27 Feb, 2025 05:46:49 PM	03 Feb, 2025 04:40:19 PM	0:02:47		Internal
594150447470			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Feb, 2025 05:34:21 PM	27 Feb, 2025 05:46:49 PM	03 Feb, 2025 04:40:19 PM	0:02:47		Internal
594150447470			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Feb, 2025 05:34:21 PM	27 Feb, 2025 05:46:49 PM	03 Feb, 2025 04:40:19 PM	0:02:47		Internal
594150447470			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Feb, 2025 05:34:21 PM	27 Feb, 2025 05:46:49 PM	03 Feb, 2025 04:40:19 PM	0:02:47		Internal
594150447470			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Feb, 2025 05:34:21 PM	27 Feb, 2025 05:46:49 PM	03 Feb, 2025 04:40:19 PM	0:02:47		Internal
594150447470			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Feb, 2025 05:34:21 PM	27 Feb, 2025 05:46:49 PM	03 Feb, 2025 04:40:19 PM	0:02:47		Internal
594150447470			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Feb, 2025 05:34:21 PM	27 Feb, 2025 05:46:49 PM	03 Feb, 2025 04:40:19 PM	0:02:47		Internal
594150447470			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Feb, 2025 05:34:21 PM	27 Feb, 2025 05:46:49 PM	03 Feb, 2025 04:40:19 PM	0:02:47		Internal
594150447470			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Feb, 2025 05:34:21 PM	27 Feb, 2025 05:46:49 PM	03 Feb, 2025 04:40:19 PM	0:02:47		Internal
594150447470			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		27 Feb, 2025 05:34:21 PM	27 Feb, 2025 05:46:49 PM	03 Feb, 2025 04:40:19 PM	0:02:47		Internal
594150447470			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Feb, 2025 05:34:21 PM	27 Feb, 2025 05:46:49 PM	03 Feb, 2025 04:40:19 PM	0:02:47		Internal
594150447470			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Feb, 2025 05:34:21 PM	27 Feb, 2025 05:46:49 PM	03 Feb, 2025 04:40:19 PM	0:02:47		Internal
594150447470			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Feb, 2025 05:34:21 PM	27 Feb, 2025 05:46:49 PM	03 Feb, 2025 04:40:19 PM	0:02:47		Internal
595162368229			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Feb, 2025 05:52:35 PM	27 Feb, 2025 05:59:18 PM	24 Feb, 2025 10:38:47 PM	0:03:10		Internal
595162368229			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Feb, 2025 05:52:35 PM	27 Feb, 2025 05:59:18 PM	24 Feb, 2025 10:38:47 PM	0:03:10		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595162368229	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	[redacted]	27 Feb, 2025 05:52:35 PM	27 Feb, 2025 05:59:18 PM	24 Feb, 2025 10:38:47 PM	0:03:10		Internal
595162368229			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Feb, 2025 05:52:35 PM	27 Feb, 2025 05:59:18 PM	24 Feb, 2025 10:38:47 PM	0:03:10		Internal
595162368229			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Feb, 2025 05:52:35 PM	27 Feb, 2025 05:59:18 PM	24 Feb, 2025 10:38:47 PM	0:03:10		Internal
595162368229			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Feb, 2025 05:52:35 PM	27 Feb, 2025 05:59:18 PM	24 Feb, 2025 10:38:47 PM	0:03:10		Internal
595162368229			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Feb, 2025 05:52:35 PM	27 Feb, 2025 05:59:18 PM	24 Feb, 2025 10:38:47 PM	0:03:10		Internal
595162368229			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Feb, 2025 05:52:35 PM	27 Feb, 2025 05:59:18 PM	24 Feb, 2025 10:38:47 PM	0:03:10		Internal
595162368229			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Feb, 2025 05:52:35 PM	27 Feb, 2025 05:59:18 PM	24 Feb, 2025 10:38:47 PM	0:03:10		Internal
595162368229			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Feb, 2025 05:52:35 PM	27 Feb, 2025 05:59:18 PM	24 Feb, 2025 10:38:47 PM	0:03:10		Internal
595162368229			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Feb, 2025 05:52:35 PM	27 Feb, 2025 05:59:18 PM	24 Feb, 2025 10:38:47 PM	0:03:10		Internal
595162368229			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Feb, 2025 05:52:35 PM	27 Feb, 2025 05:59:18 PM	24 Feb, 2025 10:38:47 PM	0:03:10		Internal
595162368229			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Feb, 2025 05:52:35 PM	27 Feb, 2025 05:59:18 PM	24 Feb, 2025 10:38:47 PM	0:03:10		Internal
595162368229			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Feb, 2025 05:52:35 PM	27 Feb, 2025 05:59:18 PM	24 Feb, 2025 10:38:47 PM	0:03:10		Internal
595162368229			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Feb, 2025 05:52:35 PM	27 Feb, 2025 05:59:18 PM	24 Feb, 2025 10:38:47 PM	0:03:10		Internal
595162368229			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Feb, 2025 05:52:35 PM	27 Feb, 2025 05:59:18 PM	24 Feb, 2025 10:38:47 PM	0:03:10		Internal
595162368229			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Feb, 2025 05:52:35 PM	27 Feb, 2025 05:59:18 PM	24 Feb, 2025 10:38:47 PM	0:03:10		Internal
595162368229			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Feb, 2025 05:52:35 PM	27 Feb, 2025 05:59:18 PM	24 Feb, 2025 10:38:47 PM	0:03:10		Internal
595162368229			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Feb, 2025 05:52:35 PM	27 Feb, 2025 05:59:18 PM	24 Feb, 2025 10:38:47 PM	0:03:10		Internal
595162368229			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Feb, 2025 05:52:35 PM	27 Feb, 2025 05:59:18 PM	24 Feb, 2025 10:38:47 PM	0:03:10		Internal
595162368229			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Feb, 2025 05:52:35 PM	27 Feb, 2025 05:59:18 PM	24 Feb, 2025 10:38:47 PM	0:03:10		Internal
595162368229			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Feb, 2025 05:52:35 PM	27 Feb, 2025 05:59:18 PM	24 Feb, 2025 10:38:47 PM	0:03:10		Internal
595162368229			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		27 Feb, 2025 05:52:35 PM	27 Feb, 2025 05:59:18 PM	24 Feb, 2025 10:38:47 PM	0:03:10		Internal
595162368229			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Feb, 2025 05:52:35 PM	27 Feb, 2025 05:59:18 PM	24 Feb, 2025 10:38:47 PM	0:03:10		Internal
595162368229			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Feb, 2025 05:52:35 PM	27 Feb, 2025 05:59:18 PM	24 Feb, 2025 10:38:47 PM	0:03:10		Internal
595162368229			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Feb, 2025 05:52:35 PM	27 Feb, 2025 05:59:18 PM	24 Feb, 2025 10:38:47 PM	0:03:10		Internal
594151252685			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Feb, 2025 06:13:48 PM	27 Feb, 2025 06:23:43 PM	07 Feb, 2025 08:42:40 PM	0:05:31		Internal
594151252685			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Feb, 2025 06:13:48 PM	27 Feb, 2025 06:23:43 PM	07 Feb, 2025 08:42:40 PM	0:05:31		Internal
594151252685			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Feb, 2025 06:13:48 PM	27 Feb, 2025 06:23:43 PM	07 Feb, 2025 08:42:40 PM	0:05:31		Internal
594151252685			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Feb, 2025 06:13:48 PM	27 Feb, 2025 06:23:43 PM	07 Feb, 2025 08:42:40 PM	0:05:31		Internal
594151252685			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Feb, 2025 06:13:48 PM	27 Feb, 2025 06:23:43 PM	07 Feb, 2025 08:42:40 PM	0:05:31		Internal
594151252685			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Feb, 2025 06:13:48 PM	27 Feb, 2025 06:23:43 PM	07 Feb, 2025 08:42:40 PM	0:05:31		Internal
594151252685			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Feb, 2025 06:13:48 PM	27 Feb, 2025 06:23:43 PM	07 Feb, 2025 08:42:40 PM	0:05:31		Internal
594151252685			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Feb, 2025 06:13:48 PM	27 Feb, 2025 06:23:43 PM	07 Feb, 2025 08:42:40 PM	0:05:31		Internal
594151252685			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Feb, 2025 06:13:48 PM	27 Feb, 2025 06:23:43 PM	07 Feb, 2025 08:42:40 PM	0:05:31		Internal
594151252685			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Feb, 2025 06:13:48 PM	27 Feb, 2025 06:23:43 PM	07 Feb, 2025 08:42:40 PM	0:05:31		Internal
594151252685			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Feb, 2025 06:13:48 PM	27 Feb, 2025 06:23:43 PM	07 Feb, 2025 08:42:40 PM	0:05:31		Internal
594151252685			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Feb, 2025 06:13:48 PM	27 Feb, 2025 06:23:43 PM	07 Feb, 2025 08:42:40 PM	0:05:31		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594151252685	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	[redacted]	27 Feb, 2025 06:13:48 PM	27 Feb, 2025 06:23:43 PM	07 Feb, 2025 08:42:40 PM	0:05:31		Internal
594151252685			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Feb, 2025 06:13:48 PM	27 Feb, 2025 06:23:43 PM	07 Feb, 2025 08:42:40 PM	0:05:31		Internal
594151252685			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Feb, 2025 06:13:48 PM	27 Feb, 2025 06:23:43 PM	07 Feb, 2025 08:42:40 PM	0:05:31		Internal
594151252685			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Feb, 2025 06:13:48 PM	27 Feb, 2025 06:23:43 PM	07 Feb, 2025 08:42:40 PM	0:05:31		Internal
594151252685			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Feb, 2025 06:13:48 PM	27 Feb, 2025 06:23:43 PM	07 Feb, 2025 08:42:40 PM	0:05:31		Internal
594151252685			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Feb, 2025 06:13:48 PM	27 Feb, 2025 06:23:43 PM	07 Feb, 2025 08:42:40 PM	0:05:31		Internal
594151252685			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Feb, 2025 06:13:48 PM	27 Feb, 2025 06:23:43 PM	07 Feb, 2025 08:42:40 PM	0:05:31		Internal
594151252685			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Feb, 2025 06:13:48 PM	27 Feb, 2025 06:23:43 PM	07 Feb, 2025 08:42:40 PM	0:05:31		Internal
594151252685			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Feb, 2025 06:13:48 PM	27 Feb, 2025 06:23:43 PM	07 Feb, 2025 08:42:40 PM	0:05:31		Internal
594151252685			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Feb, 2025 06:13:48 PM	27 Feb, 2025 06:23:43 PM	07 Feb, 2025 08:42:40 PM	0:05:31		Internal
594151252685			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		27 Feb, 2025 06:13:48 PM	27 Feb, 2025 06:23:43 PM	07 Feb, 2025 08:42:40 PM	0:05:31		Internal
594151252685			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Feb, 2025 06:13:48 PM	27 Feb, 2025 06:23:43 PM	07 Feb, 2025 08:42:40 PM	0:05:31		Internal
594151252685			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Feb, 2025 06:13:48 PM	27 Feb, 2025 06:23:43 PM	07 Feb, 2025 08:42:40 PM	0:05:31		Internal
594151252685			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Feb, 2025 06:13:48 PM	27 Feb, 2025 06:23:43 PM	07 Feb, 2025 08:42:40 PM	0:05:31		Internal
595162441117			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Feb, 2025 06:28:10 PM	27 Feb, 2025 06:34:25 PM	25 Feb, 2025 04:25:13 PM	0:02:24		Internal
595162441117			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Feb, 2025 06:28:10 PM	27 Feb, 2025 06:34:25 PM	25 Feb, 2025 04:25:13 PM	0:02:24		Internal
595162441117			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Feb, 2025 06:28:10 PM	27 Feb, 2025 06:34:25 PM	25 Feb, 2025 04:25:13 PM	0:02:24		Internal
595162441117			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Feb, 2025 06:28:10 PM	27 Feb, 2025 06:34:25 PM	25 Feb, 2025 04:25:13 PM	0:02:24		Internal
595162441117			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Feb, 2025 06:28:10 PM	27 Feb, 2025 06:34:25 PM	25 Feb, 2025 04:25:13 PM	0:02:24		Internal
595162441117			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Feb, 2025 06:28:10 PM	27 Feb, 2025 06:34:25 PM	25 Feb, 2025 04:25:13 PM	0:02:24		Internal
595162441117			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Feb, 2025 06:28:10 PM	27 Feb, 2025 06:34:25 PM	25 Feb, 2025 04:25:13 PM	0:02:24		Internal
595162441117			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Feb, 2025 06:28:10 PM	27 Feb, 2025 06:34:25 PM	25 Feb, 2025 04:25:13 PM	0:02:24		Internal
595162441117			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Feb, 2025 06:28:10 PM	27 Feb, 2025 06:34:25 PM	25 Feb, 2025 04:25:13 PM	0:02:24		Internal
595162441117			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Feb, 2025 06:28:10 PM	27 Feb, 2025 06:34:25 PM	25 Feb, 2025 04:25:13 PM	0:02:24		Internal
595162441117			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Feb, 2025 06:28:10 PM	27 Feb, 2025 06:34:25 PM	25 Feb, 2025 04:25:13 PM	0:02:24		Internal
595162441117			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Feb, 2025 06:28:10 PM	27 Feb, 2025 06:34:25 PM	25 Feb, 2025 04:25:13 PM	0:02:24		Internal
595162441117			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Feb, 2025 06:28:10 PM	27 Feb, 2025 06:34:25 PM	25 Feb, 2025 04:25:13 PM	0:02:24		Internal
595162441117			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Feb, 2025 06:28:10 PM	27 Feb, 2025 06:34:25 PM	25 Feb, 2025 04:25:13 PM	0:02:24		Internal
595162441117			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Feb, 2025 06:28:10 PM	27 Feb, 2025 06:34:25 PM	25 Feb, 2025 04:25:13 PM	0:02:24		Internal
595162441117			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Feb, 2025 06:28:10 PM	27 Feb, 2025 06:34:25 PM	25 Feb, 2025 04:25:13 PM	0:02:24		Internal
595162441117			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Feb, 2025 06:28:10 PM	27 Feb, 2025 06:34:25 PM	25 Feb, 2025 04:25:13 PM	0:02:24		Internal
595162441117			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Feb, 2025 06:28:10 PM	27 Feb, 2025 06:34:25 PM	25 Feb, 2025 04:25:13 PM	0:02:24		Internal
595162441117			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Feb, 2025 06:28:10 PM	27 Feb, 2025 06:34:25 PM	25 Feb, 2025 04:25:13 PM	0:02:24		Internal
595162441117			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Feb, 2025 06:28:10 PM	27 Feb, 2025 06:34:25 PM	25 Feb, 2025 04:25:13 PM	0:02:24		Internal
595162441117			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Feb, 2025 06:28:10 PM	27 Feb, 2025 06:34:25 PM	25 Feb, 2025 04:25:13 PM	0:02:24		Internal
595162441117			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Feb, 2025 06:28:10 PM	27 Feb, 2025 06:34:25 PM	25 Feb, 2025 04:25:13 PM	0:02:24		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595162441117	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	[redacted]	27 Feb, 2025 06:28:10 PM	27 Feb, 2025 06:34:25 PM	25 Feb, 2025 04:25:13 PM	0:02:24		Internal
595162441117			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Feb, 2025 06:28:10 PM	27 Feb, 2025 06:34:25 PM	25 Feb, 2025 04:25:13 PM	0:02:24		Internal
595162441117			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Feb, 2025 06:28:10 PM	27 Feb, 2025 06:34:25 PM	25 Feb, 2025 04:25:13 PM	0:02:24		Internal
595162441117			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Feb, 2025 06:28:10 PM	27 Feb, 2025 06:34:25 PM	25 Feb, 2025 04:25:13 PM	0:02:24		Internal
596114736089			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Feb, 2025 12:02:13 PM	27 Feb, 2025 06:46:55 PM	27 Feb, 2025 02:07:57 AM	0:03:15		Internal
596114736089			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Feb, 2025 12:02:13 PM	27 Feb, 2025 06:46:55 PM	27 Feb, 2025 02:07:57 AM	0:03:15		Internal
596114736089			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Feb, 2025 12:02:13 PM	27 Feb, 2025 06:46:55 PM	27 Feb, 2025 02:07:57 AM	0:03:15		Internal
596114736089			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Feb, 2025 12:02:13 PM	27 Feb, 2025 06:46:55 PM	27 Feb, 2025 02:07:57 AM	0:03:15		Internal
596114736089			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Feb, 2025 12:02:13 PM	27 Feb, 2025 06:46:55 PM	27 Feb, 2025 02:07:57 AM	0:03:15		Internal
596114736089			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Feb, 2025 12:02:13 PM	27 Feb, 2025 06:46:55 PM	27 Feb, 2025 02:07:57 AM	0:03:15		Internal
596114736089			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Feb, 2025 12:02:13 PM	27 Feb, 2025 06:46:55 PM	27 Feb, 2025 02:07:57 AM	0:03:15		Internal
596114736089			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Feb, 2025 12:02:13 PM	27 Feb, 2025 06:46:55 PM	27 Feb, 2025 02:07:57 AM	0:03:15		Internal
596114736089			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Feb, 2025 12:02:13 PM	27 Feb, 2025 06:46:55 PM	27 Feb, 2025 02:07:57 AM	0:03:15		Internal
596114736089			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Feb, 2025 12:02:13 PM	27 Feb, 2025 06:46:55 PM	27 Feb, 2025 02:07:57 AM	0:03:15		Internal
596114736089			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Feb, 2025 12:02:13 PM	27 Feb, 2025 06:46:55 PM	27 Feb, 2025 02:07:57 AM	0:03:15		Internal
596114736089			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Feb, 2025 12:02:13 PM	27 Feb, 2025 06:46:55 PM	27 Feb, 2025 02:07:57 AM	0:03:15		Internal
596114736089			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Feb, 2025 12:02:13 PM	27 Feb, 2025 06:46:55 PM	27 Feb, 2025 02:07:57 AM	0:03:15		Internal
596114736089			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Feb, 2025 12:02:13 PM	27 Feb, 2025 06:46:55 PM	27 Feb, 2025 02:07:57 AM	0:03:15		Internal
596114736089			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Feb, 2025 12:02:13 PM	27 Feb, 2025 06:46:55 PM	27 Feb, 2025 02:07:57 AM	0:03:15		Internal
596114736089			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Feb, 2025 12:02:13 PM	27 Feb, 2025 06:46:55 PM	27 Feb, 2025 02:07:57 AM	0:03:15		Internal
596114736089			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Feb, 2025 12:02:13 PM	27 Feb, 2025 06:46:55 PM	27 Feb, 2025 02:07:57 AM	0:03:15		Internal
596114736089			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Feb, 2025 12:02:13 PM	27 Feb, 2025 06:46:55 PM	27 Feb, 2025 02:07:57 AM	0:03:15		Internal
596114736089			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Feb, 2025 12:02:13 PM	27 Feb, 2025 06:46:55 PM	27 Feb, 2025 02:07:57 AM	0:03:15		Internal
596114736089			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Feb, 2025 12:02:13 PM	27 Feb, 2025 06:46:55 PM	27 Feb, 2025 02:07:57 AM	0:03:15		Internal
596114736089			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Feb, 2025 12:02:13 PM	27 Feb, 2025 06:46:55 PM	27 Feb, 2025 02:07:57 AM	0:03:15		Internal
596114736089			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Feb, 2025 12:02:13 PM	27 Feb, 2025 06:46:55 PM	27 Feb, 2025 02:07:57 AM	0:03:15		Internal
596114736089			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		27 Feb, 2025 12:02:13 PM	27 Feb, 2025 06:46:55 PM	27 Feb, 2025 02:07:57 AM	0:03:15		Internal
596114736089			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Feb, 2025 12:02:13 PM	27 Feb, 2025 06:46:55 PM	27 Feb, 2025 02:07:57 AM	0:03:15		Internal
596114736089			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Feb, 2025 12:02:13 PM	27 Feb, 2025 06:46:55 PM	27 Feb, 2025 02:07:57 AM	0:03:15		Internal
596114736089			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Feb, 2025 12:02:13 PM	27 Feb, 2025 06:46:55 PM	27 Feb, 2025 02:07:57 AM	0:03:15		Internal
595162537548			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Feb, 2025 06:32:39 PM	27 Feb, 2025 06:55:04 PM	25 Feb, 2025 10:15:17 PM	0:04:54		Internal
595162537548			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Feb, 2025 06:32:39 PM	27 Feb, 2025 06:55:04 PM	25 Feb, 2025 10:15:17 PM	0:04:54		Internal
595162537548			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Feb, 2025 06:32:39 PM	27 Feb, 2025 06:55:04 PM	25 Feb, 2025 10:15:17 PM	0:04:54		Internal
595162537548			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Feb, 2025 06:32:39 PM	27 Feb, 2025 06:55:04 PM	25 Feb, 2025 10:15:17 PM	0:04:54		Internal
595162537548			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Feb, 2025 06:32:39 PM	27 Feb, 2025 06:55:04 PM	25 Feb, 2025 10:15:17 PM	0:04:54		Internal
595162537548			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Feb, 2025 06:32:39 PM	27 Feb, 2025 06:55:04 PM	25 Feb, 2025 10:15:17 PM	0:04:54		Internal
595162537548			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Feb, 2025 06:32:39 PM	27 Feb, 2025 06:55:04 PM	25 Feb, 2025 10:15:17 PM	0:04:54		Internal
595162537548			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Feb, 2025 06:32:39 PM	27 Feb, 2025 06:55:04 PM	25 Feb, 2025 10:15:17 PM	0:04:54		Internal
595162537548			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Feb, 2025 06:32:39 PM	27 Feb, 2025 06:55:04 PM	25 Feb, 2025 10:15:17 PM	0:04:54		Internal
595162537548			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Feb, 2025 06:32:39 PM	27 Feb, 2025 06:55:04 PM	25 Feb, 2025 10:15:17 PM	0:04:54		Internal
595162537548			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Feb, 2025 06:32:39 PM	27 Feb, 2025 06:55:04 PM	25 Feb, 2025 10:15:17 PM	0:04:54		Internal
595162537548			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Feb, 2025 06:32:39 PM	27 Feb, 2025 06:55:04 PM	25 Feb, 2025 10:15:17 PM	0:04:54		Internal
595162537548			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Feb, 2025 06:32:39 PM	27 Feb, 2025 06:55:04 PM	25 Feb, 2025 10:15:17 PM	0:04:54		Internal
595162537548			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Feb, 2025 06:32:39 PM	27 Feb, 2025 06:55:04 PM	25 Feb, 2025 10:15:17 PM	0:04:54		Internal
595162537548			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Feb, 2025 06:32:39 PM	27 Feb, 2025 06:55:04 PM	25 Feb, 2025 10:15:17 PM	0:04:54		Internal
595162537548			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Feb, 2025 06:32:39 PM	27 Feb, 2025 06:55:04 PM	25 Feb, 2025 10:15:17 PM	0:04:54		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Typ		Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595162537548	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	[redacted]	27 Feb, 2025 06:32:39 PM	27 Feb, 2025 06:55:04 PM	25 Feb, 2025 10:15:17 PM	0:04:54		Internal
595162537548			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Feb, 2025 06:32:39 PM	27 Feb, 2025 06:55:04 PM	25 Feb, 2025 10:15:17 PM	0:04:54		Internal
595162537548			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Feb, 2025 06:32:39 PM	27 Feb, 2025 06:55:04 PM	25 Feb, 2025 10:15:17 PM	0:04:54		Internal
595162537548			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Feb, 2025 06:32:39 PM	27 Feb, 2025 06:55:04 PM	25 Feb, 2025 10:15:17 PM	0:04:54		Internal
595162537548			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Feb, 2025 06:32:39 PM	27 Feb, 2025 06:55:04 PM	25 Feb, 2025 10:15:17 PM	0:04:54		Internal
595162537548			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Feb, 2025 06:32:39 PM	27 Feb, 2025 06:55:04 PM	25 Feb, 2025 10:15:17 PM	0:04:54		Internal
595162537548			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		27 Feb, 2025 06:32:39 PM	27 Feb, 2025 06:55:04 PM	25 Feb, 2025 10:15:17 PM	0:04:54		Internal
595162537548			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Feb, 2025 06:32:39 PM	27 Feb, 2025 06:55:04 PM	25 Feb, 2025 10:15:17 PM	0:04:54		Internal
595162537548			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Feb, 2025 06:32:39 PM	27 Feb, 2025 06:55:04 PM	25 Feb, 2025 10:15:17 PM	0:04:54		Internal
595162537548			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Feb, 2025 06:32:39 PM	27 Feb, 2025 06:55:04 PM	25 Feb, 2025 10:15:17 PM	0:04:54		Internal
595162394325			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Feb, 2025 06:50:04 PM	27 Feb, 2025 06:56:03 PM	25 Feb, 2025 01:05:32 PM	0:03:23		Internal
595162394325			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Feb, 2025 06:50:04 PM	27 Feb, 2025 06:56:03 PM	25 Feb, 2025 01:05:32 PM	0:03:23		Internal
595162394325			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Feb, 2025 06:50:04 PM	27 Feb, 2025 06:56:03 PM	25 Feb, 2025 01:05:32 PM	0:03:23		Internal
595162394325			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Feb, 2025 06:50:04 PM	27 Feb, 2025 06:56:03 PM	25 Feb, 2025 01:05:32 PM	0:03:23		Internal
595162394325			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Feb, 2025 06:50:04 PM	27 Feb, 2025 06:56:03 PM	25 Feb, 2025 01:05:32 PM	0:03:23		Internal
595162394325			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Feb, 2025 06:50:04 PM	27 Feb, 2025 06:56:03 PM	25 Feb, 2025 01:05:32 PM	0:03:23		Internal
595162394325			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Feb, 2025 06:50:04 PM	27 Feb, 2025 06:56:03 PM	25 Feb, 2025 01:05:32 PM	0:03:23		Internal
595162394325			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Feb, 2025 06:50:04 PM	27 Feb, 2025 06:56:03 PM	25 Feb, 2025 01:05:32 PM	0:03:23		Internal
595162394325			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Feb, 2025 06:50:04 PM	27 Feb, 2025 06:56:03 PM	25 Feb, 2025 01:05:32 PM	0:03:23		Internal
595162394325			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Feb, 2025 06:50:04 PM	27 Feb, 2025 06:56:03 PM	25 Feb, 2025 01:05:32 PM	0:03:23		Internal
595162394325			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Feb, 2025 06:50:04 PM	27 Feb, 2025 06:56:03 PM	25 Feb, 2025 01:05:32 PM	0:03:23		Internal
595162394325			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Feb, 2025 06:50:04 PM	27 Feb, 2025 06:56:03 PM	25 Feb, 2025 01:05:32 PM	0:03:23		Internal
595162394325			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Feb, 2025 06:50:04 PM	27 Feb, 2025 06:56:03 PM	25 Feb, 2025 01:05:32 PM	0:03:23		Internal
595162394325			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Feb, 2025 06:50:04 PM	27 Feb, 2025 06:56:03 PM	25 Feb, 2025 01:05:32 PM	0:03:23		Internal
595162394325			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Feb, 2025 06:50:04 PM	27 Feb, 2025 06:56:03 PM	25 Feb, 2025 01:05:32 PM	0:03:23		Internal
595162394325			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Feb, 2025 06:50:04 PM	27 Feb, 2025 06:56:03 PM	25 Feb, 2025 01:05:32 PM	0:03:23		Internal
595162394325			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Feb, 2025 06:50:04 PM	27 Feb, 2025 06:56:03 PM	25 Feb, 2025 01:05:32 PM	0:03:23		Internal
595162394325			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Feb, 2025 06:50:04 PM	27 Feb, 2025 06:56:03 PM	25 Feb, 2025 01:05:32 PM	0:03:23		Internal
595162394325			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Feb, 2025 06:50:04 PM	27 Feb, 2025 06:56:03 PM	25 Feb, 2025 01:05:32 PM	0:03:23		Internal
595162394325			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Feb, 2025 06:50:04 PM	27 Feb, 2025 06:56:03 PM	25 Feb, 2025 01:05:32 PM	0:03:23		Internal
595162394325			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Feb, 2025 06:50:04 PM	27 Feb, 2025 06:56:03 PM	25 Feb, 2025 01:05:32 PM	0:03:23		Internal
595162394325			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Feb, 2025 06:50:04 PM	27 Feb, 2025 06:56:03 PM	25 Feb, 2025 01:05:32 PM	0:03:23		Internal
595162394325			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		27 Feb, 2025 06:50:04 PM	27 Feb, 2025 06:56:03 PM	25 Feb, 2025 01:05:32 PM	0:03:23		Internal
595162394325			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Feb, 2025 06:50:04 PM	27 Feb, 2025 06:56:03 PM	25 Feb, 2025 01:05:32 PM	0:03:23		Internal
595162394325			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Feb, 2025 06:50:04 PM	27 Feb, 2025 06:56:03 PM	25 Feb, 2025 01:05:32 PM	0:03:23		Internal
595162394325			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Feb, 2025 06:50:04 PM	27 Feb, 2025 06:56:03 PM	25 Feb, 2025 01:05:32 PM	0:03:23		Internal
596114572612			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Feb, 2025 02:01:55 PM	27 Feb, 2025 07:02:31 PM	26 Feb, 2025 01:20:41 PM	0:05:30		Internal
596114572612			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Feb, 2025 02:01:55 PM	27 Feb, 2025 07:02:31 PM	26 Feb, 2025 01:20:41 PM	0:05:30		Internal
596114572612			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Feb, 2025 02:01:55 PM	27 Feb, 2025 07:02:31 PM	26 Feb, 2025 01:20:41 PM	0:05:30		Internal
596114572612			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Feb, 2025 02:01:55 PM	27 Feb, 2025 07:02:31 PM	26 Feb, 2025 01:20:41 PM	0:05:30		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596114572612	[redacted]	[redacted]	CTE_Res_Default_Span	[redacted]	Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	[redacted]	26 Feb, 2025 02:01:55 PM	27 Feb, 2025 07:02:31 PM	26 Feb, 2025 01:20:41 PM	0:05:30		Internal
596114572612			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Feb, 2025 02:01:55 PM	27 Feb, 2025 07:02:31 PM	26 Feb, 2025 01:20:41 PM	0:05:30		Internal
596114572612			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Feb, 2025 02:01:55 PM	27 Feb, 2025 07:02:31 PM	26 Feb, 2025 01:20:41 PM	0:05:30		Internal
596114572612			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Feb, 2025 02:01:55 PM	27 Feb, 2025 07:02:31 PM	26 Feb, 2025 01:20:41 PM	0:05:30		Internal
596114572612			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Feb, 2025 02:01:55 PM	27 Feb, 2025 07:02:31 PM	26 Feb, 2025 01:20:41 PM	0:05:30		Internal
596114572612			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Feb, 2025 02:01:55 PM	27 Feb, 2025 07:02:31 PM	26 Feb, 2025 01:20:41 PM	0:05:30		Internal
596114572612			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Feb, 2025 02:01:55 PM	27 Feb, 2025 07:02:31 PM	26 Feb, 2025 01:20:41 PM	0:05:30		Internal
596114572612			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Feb, 2025 02:01:55 PM	27 Feb, 2025 07:02:31 PM	26 Feb, 2025 01:20:41 PM	0:05:30		Internal
596114572612			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Feb, 2025 02:01:55 PM	27 Feb, 2025 07:02:31 PM	26 Feb, 2025 01:20:41 PM	0:05:30		Internal
596114572612			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Feb, 2025 02:01:55 PM	27 Feb, 2025 07:02:31 PM	26 Feb, 2025 01:20:41 PM	0:05:30		Internal
596114572612			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Feb, 2025 02:01:55 PM	27 Feb, 2025 07:02:31 PM	26 Feb, 2025 01:20:41 PM	0:05:30		Internal
596114572612			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Feb, 2025 02:01:55 PM	27 Feb, 2025 07:02:31 PM	26 Feb, 2025 01:20:41 PM	0:05:30		Internal
596114572612			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Feb, 2025 02:01:55 PM	27 Feb, 2025 07:02:31 PM	26 Feb, 2025 01:20:41 PM	0:05:30		Internal
596114572612			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Feb, 2025 02:01:55 PM	27 Feb, 2025 07:02:31 PM	26 Feb, 2025 01:20:41 PM	0:05:30		Internal
596114572612			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Feb, 2025 02:01:55 PM	27 Feb, 2025 07:02:31 PM	26 Feb, 2025 01:20:41 PM	0:05:30		Internal
596114572612			CTE_Res_Default_Span		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Feb, 2025 02:01:55 PM	27 Feb, 2025 07:02:31 PM	26 Feb, 2025 01:20:41 PM	0:05:30		Internal
596114572612			CTE_Res_Default_Span		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Feb, 2025 02:01:55 PM	27 Feb, 2025 07:02:31 PM	26 Feb, 2025 01:20:41 PM	0:05:30		Internal
596114572612			CTE_Res_Default_Span		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Feb, 2025 02:01:55 PM	27 Feb, 2025 07:02:31 PM	26 Feb, 2025 01:20:41 PM	0:05:30		Internal
596114572612			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		26 Feb, 2025 02:01:55 PM	27 Feb, 2025 07:02:31 PM	26 Feb, 2025 01:20:41 PM	0:05:30		Internal
596114572612			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Feb, 2025 02:01:55 PM	27 Feb, 2025 07:02:31 PM	26 Feb, 2025 01:20:41 PM	0:05:30		Internal
596114572612			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Feb, 2025 02:01:55 PM	27 Feb, 2025 07:02:31 PM	26 Feb, 2025 01:20:41 PM	0:05:30		Internal
596114572612			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Feb, 2025 02:01:55 PM	27 Feb, 2025 07:02:31 PM	26 Feb, 2025 01:20:41 PM	0:05:30		Internal
595162330452			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Feb, 2025 06:46:31 PM	27 Feb, 2025 07:10:14 PM	24 Feb, 2025 08:51:35 PM	0:04:39		Internal
595162330452			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Feb, 2025 06:46:31 PM	27 Feb, 2025 07:10:14 PM	24 Feb, 2025 08:51:35 PM	0:04:39		Internal
595162330452			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Feb, 2025 06:46:31 PM	27 Feb, 2025 07:10:14 PM	24 Feb, 2025 08:51:35 PM	0:04:39		Internal
595162330452			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Feb, 2025 06:46:31 PM	27 Feb, 2025 07:10:14 PM	24 Feb, 2025 08:51:35 PM	0:04:39		Internal
595162330452			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Feb, 2025 06:46:31 PM	27 Feb, 2025 07:10:14 PM	24 Feb, 2025 08:51:35 PM	0:04:39		Internal
595162330452			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Feb, 2025 06:46:31 PM	27 Feb, 2025 07:10:14 PM	24 Feb, 2025 08:51:35 PM	0:04:39		Internal
595162330452			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Feb, 2025 06:46:31 PM	27 Feb, 2025 07:10:14 PM	24 Feb, 2025 08:51:35 PM	0:04:39		Internal
595162330452			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Feb, 2025 06:46:31 PM	27 Feb, 2025 07:10:14 PM	24 Feb, 2025 08:51:35 PM	0:04:39		Internal
595162330452			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Feb, 2025 06:46:31 PM	27 Feb, 2025 07:10:14 PM	24 Feb, 2025 08:51:35 PM	0:04:39		Internal
595162330452			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Feb, 2025 06:46:31 PM	27 Feb, 2025 07:10:14 PM	24 Feb, 2025 08:51:35 PM	0:04:39		Internal
595162330452			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Feb, 2025 06:46:31 PM	27 Feb, 2025 07:10:14 PM	24 Feb, 2025 08:51:35 PM	0:04:39		Internal
595162330452			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Feb, 2025 06:46:31 PM	27 Feb, 2025 07:10:14 PM	24 Feb, 2025 08:51:35 PM	0:04:39		Internal
595162330452			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Feb, 2025 06:46:31 PM	27 Feb, 2025 07:10:14 PM	24 Feb, 2025 08:51:35 PM	0:04:39		Internal
595162330452			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Feb, 2025 06:46:31 PM	27 Feb, 2025 07:10:14 PM	24 Feb, 2025 08:51:35 PM	0:04:39		Internal
595162330452			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Feb, 2025 06:46:31 PM	27 Feb, 2025 07:10:14 PM	24 Feb, 2025 08:51:35 PM	0:04:39		Internal
595162330452			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Feb, 2025 06:46:31 PM	27 Feb, 2025 07:10:14 PM	24 Feb, 2025 08:51:35 PM	0:04:39		Internal
595162330452			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Feb, 2025 06:46:31 PM	27 Feb, 2025 07:10:14 PM	24 Feb, 2025 08:51:35 PM	0:04:39		Internal
595162330452			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Feb, 2025 06:46:31 PM	27 Feb, 2025 07:10:14 PM	24 Feb, 2025 08:51:35 PM	0:04:39		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595162330452	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	27 Feb, 2025 06:46:31 PM	27 Feb, 2025 07:10:14 PM	24 Feb, 2025 08:51:35 PM	0:04:39		Internal
595162330452			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Feb, 2025 06:46:31 PM	27 Feb, 2025 07:10:14 PM	24 Feb, 2025 08:51:35 PM	0:04:39		Internal
595162330452			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Feb, 2025 06:46:31 PM	27 Feb, 2025 07:10:14 PM	24 Feb, 2025 08:51:35 PM	0:04:39		Internal
595162330452			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Feb, 2025 06:46:31 PM	27 Feb, 2025 07:10:14 PM	24 Feb, 2025 08:51:35 PM	0:04:39		Internal
595162330452			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		27 Feb, 2025 06:46:31 PM	27 Feb, 2025 07:10:14 PM	24 Feb, 2025 08:51:35 PM	0:04:39		Internal
595162330452			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Feb, 2025 06:46:31 PM	27 Feb, 2025 07:10:14 PM	24 Feb, 2025 08:51:35 PM	0:04:39		Internal
595162330452			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Feb, 2025 06:46:31 PM	27 Feb, 2025 07:10:14 PM	24 Feb, 2025 08:51:35 PM	0:04:39		Internal
595162330452			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Feb, 2025 06:46:31 PM	27 Feb, 2025 07:10:14 PM	24 Feb, 2025 08:51:35 PM	0:04:39		Internal
595162539345			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Feb, 2025 07:20:39 PM	27 Feb, 2025 07:27:58 PM	25 Feb, 2025 10:06:05 PM	0:05:29		Internal
595162539345			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Feb, 2025 07:20:39 PM	27 Feb, 2025 07:27:58 PM	25 Feb, 2025 10:06:05 PM	0:05:29		Internal
595162539345			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Feb, 2025 07:20:39 PM	27 Feb, 2025 07:27:58 PM	25 Feb, 2025 10:06:05 PM	0:05:29		Internal
595162539345			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Feb, 2025 07:20:39 PM	27 Feb, 2025 07:27:58 PM	25 Feb, 2025 10:06:05 PM	0:05:29		Internal
595162539345			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Feb, 2025 07:20:39 PM	27 Feb, 2025 07:27:58 PM	25 Feb, 2025 10:06:05 PM	0:05:29		Internal
595162539345			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Feb, 2025 07:20:39 PM	27 Feb, 2025 07:27:58 PM	25 Feb, 2025 10:06:05 PM	0:05:29		Internal
595162539345			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Feb, 2025 07:20:39 PM	27 Feb, 2025 07:27:58 PM	25 Feb, 2025 10:06:05 PM	0:05:29		Internal
595162539345			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Feb, 2025 07:20:39 PM	27 Feb, 2025 07:27:58 PM	25 Feb, 2025 10:06:05 PM	0:05:29		Internal
595162539345			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Feb, 2025 07:20:39 PM	27 Feb, 2025 07:27:58 PM	25 Feb, 2025 10:06:05 PM	0:05:29		Internal
595162539345			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Feb, 2025 07:20:39 PM	27 Feb, 2025 07:27:58 PM	25 Feb, 2025 10:06:05 PM	0:05:29		Internal
595162539345			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Feb, 2025 07:20:39 PM	27 Feb, 2025 07:27:58 PM	25 Feb, 2025 10:06:05 PM	0:05:29		Internal
595162539345			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Feb, 2025 07:20:39 PM	27 Feb, 2025 07:27:58 PM	25 Feb, 2025 10:06:05 PM	0:05:29		Internal
595162539345			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Feb, 2025 07:20:39 PM	27 Feb, 2025 07:27:58 PM	25 Feb, 2025 10:06:05 PM	0:05:29		Internal
595162539345			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Feb, 2025 07:20:39 PM	27 Feb, 2025 07:27:58 PM	25 Feb, 2025 10:06:05 PM	0:05:29		Internal
595162539345			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Feb, 2025 07:20:39 PM	27 Feb, 2025 07:27:58 PM	25 Feb, 2025 10:06:05 PM	0:05:29		Internal
595162539345			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Feb, 2025 07:20:39 PM	27 Feb, 2025 07:27:58 PM	25 Feb, 2025 10:06:05 PM	0:05:29		Internal
595162539345			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Feb, 2025 07:20:39 PM	27 Feb, 2025 07:27:58 PM	25 Feb, 2025 10:06:05 PM	0:05:29		Internal
595162539345			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Feb, 2025 07:20:39 PM	27 Feb, 2025 07:27:58 PM	25 Feb, 2025 10:06:05 PM	0:05:29		Internal
595162539345			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Feb, 2025 07:20:39 PM	27 Feb, 2025 07:27:58 PM	25 Feb, 2025 10:06:05 PM	0:05:29		Internal
595162539345			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Feb, 2025 07:20:39 PM	27 Feb, 2025 07:27:58 PM	25 Feb, 2025 10:06:05 PM	0:05:29		Internal
595162539345			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Feb, 2025 07:20:39 PM	27 Feb, 2025 07:27:58 PM	25 Feb, 2025 10:06:05 PM	0:05:29		Internal
595162539345			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Feb, 2025 07:20:39 PM	27 Feb, 2025 07:27:58 PM	25 Feb, 2025 10:06:05 PM	0:05:29		Internal
595162539345			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		27 Feb, 2025 07:20:39 PM	27 Feb, 2025 07:27:58 PM	25 Feb, 2025 10:06:05 PM	0:05:29		Internal
595162539345			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Feb, 2025 07:20:39 PM	27 Feb, 2025 07:27:58 PM	25 Feb, 2025 10:06:05 PM	0:05:29		Internal
595162539345			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Feb, 2025 07:20:39 PM	27 Feb, 2025 07:27:58 PM	25 Feb, 2025 10:06:05 PM	0:05:29		Internal
595162539345			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Feb, 2025 07:20:39 PM	27 Feb, 2025 07:27:58 PM	25 Feb, 2025 10:06:05 PM	0:05:29		Internal
595162191393			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Feb, 2025 07:30:34 PM	27 Feb, 2025 07:43:12 PM	24 Feb, 2025 03:37:03 AM	0:04:43		Internal
595162191393			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Feb, 2025 07:30:34 PM	27 Feb, 2025 07:43:12 PM	24 Feb, 2025 03:37:03 AM	0:04:43		Internal
595162191393			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Feb, 2025 07:30:34 PM	27 Feb, 2025 07:43:12 PM	24 Feb, 2025 03:37:03 AM	0:04:43		Internal
595162191393			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Feb, 2025 07:30:34 PM	27 Feb, 2025 07:43:12 PM	24 Feb, 2025 03:37:03 AM	0:04:43		Internal
595162191393			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Feb, 2025 07:30:34 PM	27 Feb, 2025 07:43:12 PM	24 Feb, 2025 03:37:03 AM	0:04:43		Internal
595162191393			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Feb, 2025 07:30:34 PM	27 Feb, 2025 07:43:12 PM	24 Feb, 2025 03:37:03 AM	0:04:43		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595162191393	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	27 Feb, 2025 07:30:34 PM	27 Feb, 2025 07:43:12 PM	24 Feb, 2025 03:37:03 AM	0:04:43		Internal
595162191393			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Feb, 2025 07:30:34 PM	27 Feb, 2025 07:43:12 PM	24 Feb, 2025 03:37:03 AM	0:04:43		Internal
595162191393			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Feb, 2025 07:30:34 PM	27 Feb, 2025 07:43:12 PM	24 Feb, 2025 03:37:03 AM	0:04:43		Internal
595162191393			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Feb, 2025 07:30:34 PM	27 Feb, 2025 07:43:12 PM	24 Feb, 2025 03:37:03 AM	0:04:43		Internal
595162191393			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Feb, 2025 07:30:34 PM	27 Feb, 2025 07:43:12 PM	24 Feb, 2025 03:37:03 AM	0:04:43		Internal
595162191393			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Feb, 2025 07:30:34 PM	27 Feb, 2025 07:43:12 PM	24 Feb, 2025 03:37:03 AM	0:04:43		Internal
595162191393			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Feb, 2025 07:30:34 PM	27 Feb, 2025 07:43:12 PM	24 Feb, 2025 03:37:03 AM	0:04:43		Internal
595162191393			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Feb, 2025 07:30:34 PM	27 Feb, 2025 07:43:12 PM	24 Feb, 2025 03:37:03 AM	0:04:43		Internal
595162191393			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Feb, 2025 07:30:34 PM	27 Feb, 2025 07:43:12 PM	24 Feb, 2025 03:37:03 AM	0:04:43		Internal
595162191393			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Feb, 2025 07:30:34 PM	27 Feb, 2025 07:43:12 PM	24 Feb, 2025 03:37:03 AM	0:04:43		Internal
595162191393			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Feb, 2025 07:30:34 PM	27 Feb, 2025 07:43:12 PM	24 Feb, 2025 03:37:03 AM	0:04:43		Internal
595162191393			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Feb, 2025 07:30:34 PM	27 Feb, 2025 07:43:12 PM	24 Feb, 2025 03:37:03 AM	0:04:43		Internal
595162191393			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Feb, 2025 07:30:34 PM	27 Feb, 2025 07:43:12 PM	24 Feb, 2025 03:37:03 AM	0:04:43		Internal
595162191393			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Feb, 2025 07:30:34 PM	27 Feb, 2025 07:43:12 PM	24 Feb, 2025 03:37:03 AM	0:04:43		Internal
595162191393			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Feb, 2025 07:30:34 PM	27 Feb, 2025 07:43:12 PM	24 Feb, 2025 03:37:03 AM	0:04:43		Internal
595162191393			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Feb, 2025 07:30:34 PM	27 Feb, 2025 07:43:12 PM	24 Feb, 2025 03:37:03 AM	0:04:43		Internal
595162191393			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		27 Feb, 2025 07:30:34 PM	27 Feb, 2025 07:43:12 PM	24 Feb, 2025 03:37:03 AM	0:04:43		Internal
595162191393			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Feb, 2025 07:30:34 PM	27 Feb, 2025 07:43:12 PM	24 Feb, 2025 03:37:03 AM	0:04:43		Internal
595162191393			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Feb, 2025 07:30:34 PM	27 Feb, 2025 07:43:12 PM	24 Feb, 2025 03:37:03 AM	0:04:43		Internal
595162191393			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Feb, 2025 07:30:34 PM	27 Feb, 2025 07:43:12 PM	24 Feb, 2025 03:37:03 AM	0:04:43		Internal
596114775184			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Feb, 2025 07:44:13 PM	27 Feb, 2025 07:53:59 PM	27 Feb, 2025 03:19:48 PM	0:08:48		Internal
596114775184			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Feb, 2025 07:44:13 PM	27 Feb, 2025 07:53:59 PM	27 Feb, 2025 03:19:48 PM	0:08:48		Internal
596114775184			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Feb, 2025 07:44:13 PM	27 Feb, 2025 07:53:59 PM	27 Feb, 2025 03:19:48 PM	0:08:48		Internal
596114775184			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Feb, 2025 07:44:13 PM	27 Feb, 2025 07:53:59 PM	27 Feb, 2025 03:19:48 PM	0:08:48		Internal
596114775184			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Feb, 2025 07:44:13 PM	27 Feb, 2025 07:53:59 PM	27 Feb, 2025 03:19:48 PM	0:08:48		Internal
596114775184			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Feb, 2025 07:44:13 PM	27 Feb, 2025 07:53:59 PM	27 Feb, 2025 03:19:48 PM	0:08:48		Internal
596114775184			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Feb, 2025 07:44:13 PM	27 Feb, 2025 07:53:59 PM	27 Feb, 2025 03:19:48 PM	0:08:48		Internal
596114775184			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Feb, 2025 07:44:13 PM	27 Feb, 2025 07:53:59 PM	27 Feb, 2025 03:19:48 PM	0:08:48		Internal
596114775184			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Feb, 2025 07:44:13 PM	27 Feb, 2025 07:53:59 PM	27 Feb, 2025 03:19:48 PM	0:08:48		Internal
596114775184			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Feb, 2025 07:44:13 PM	27 Feb, 2025 07:53:59 PM	27 Feb, 2025 03:19:48 PM	0:08:48		Internal
596114775184			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Feb, 2025 07:44:13 PM	27 Feb, 2025 07:53:59 PM	27 Feb, 2025 03:19:48 PM	0:08:48		Internal
596114775184			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Feb, 2025 07:44:13 PM	27 Feb, 2025 07:53:59 PM	27 Feb, 2025 03:19:48 PM	0:08:48		Internal
596114775184			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Feb, 2025 07:44:13 PM	27 Feb, 2025 07:53:59 PM	27 Feb, 2025 03:19:48 PM	0:08:48		Internal
596114775184			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Feb, 2025 07:44:13 PM	27 Feb, 2025 07:53:59 PM	27 Feb, 2025 03:19:48 PM	0:08:48		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596114775184	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	27 Feb, 2025 07:44:13 PM	27 Feb, 2025 07:53:59 PM	27 Feb, 2025 03:19:48 PM	0:08:48		Internal
596114775184			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Feb, 2025 07:44:13 PM	27 Feb, 2025 07:53:59 PM	27 Feb, 2025 03:19:48 PM	0:08:48		Internal
596114775184			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Feb, 2025 07:44:13 PM	27 Feb, 2025 07:53:59 PM	27 Feb, 2025 03:19:48 PM	0:08:48		Internal
596114775184			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Feb, 2025 07:44:13 PM	27 Feb, 2025 07:53:59 PM	27 Feb, 2025 03:19:48 PM	0:08:48		Internal
596114775184			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Feb, 2025 07:44:13 PM	27 Feb, 2025 07:53:59 PM	27 Feb, 2025 03:19:48 PM	0:08:48		Internal
596114775184			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Feb, 2025 07:44:13 PM	27 Feb, 2025 07:53:59 PM	27 Feb, 2025 03:19:48 PM	0:08:48		Internal
596114775184			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Feb, 2025 07:44:13 PM	27 Feb, 2025 07:53:59 PM	27 Feb, 2025 03:19:48 PM	0:08:48		Internal
596114775184			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Feb, 2025 07:44:13 PM	27 Feb, 2025 07:53:59 PM	27 Feb, 2025 03:19:48 PM	0:08:48		Internal
596114775184			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		27 Feb, 2025 07:44:13 PM	27 Feb, 2025 07:53:59 PM	27 Feb, 2025 03:19:48 PM	0:08:48		Internal
596114775184			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Feb, 2025 07:44:13 PM	27 Feb, 2025 07:53:59 PM	27 Feb, 2025 03:19:48 PM	0:08:48		Internal
596114775184			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Feb, 2025 07:44:13 PM	27 Feb, 2025 07:53:59 PM	27 Feb, 2025 03:19:48 PM	0:08:48		Internal
596114775184			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Feb, 2025 07:44:13 PM	27 Feb, 2025 07:53:59 PM	27 Feb, 2025 03:19:48 PM	0:08:48		Internal
595162395610			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Feb, 2025 07:59:24 PM	27 Feb, 2025 08:06:36 PM	25 Feb, 2025 01:13:05 PM	0:02:21		Internal
595162395610			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Feb, 2025 07:59:24 PM	27 Feb, 2025 08:06:36 PM	25 Feb, 2025 01:13:05 PM	0:02:21		Internal
595162395610			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Feb, 2025 07:59:24 PM	27 Feb, 2025 08:06:36 PM	25 Feb, 2025 01:13:05 PM	0:02:21		Internal
595162395610			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Feb, 2025 07:59:24 PM	27 Feb, 2025 08:06:36 PM	25 Feb, 2025 01:13:05 PM	0:02:21		Internal
595162395610			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Feb, 2025 07:59:24 PM	27 Feb, 2025 08:06:36 PM	25 Feb, 2025 01:13:05 PM	0:02:21		Internal
595162395610			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Feb, 2025 07:59:24 PM	27 Feb, 2025 08:06:36 PM	25 Feb, 2025 01:13:05 PM	0:02:21		Internal
595162395610			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Feb, 2025 07:59:24 PM	27 Feb, 2025 08:06:36 PM	25 Feb, 2025 01:13:05 PM	0:02:21		Internal
595162395610			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Feb, 2025 07:59:24 PM	27 Feb, 2025 08:06:36 PM	25 Feb, 2025 01:13:05 PM	0:02:21		Internal
595162395610			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Feb, 2025 07:59:24 PM	27 Feb, 2025 08:06:36 PM	25 Feb, 2025 01:13:05 PM	0:02:21		Internal
595162395610			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Feb, 2025 07:59:24 PM	27 Feb, 2025 08:06:36 PM	25 Feb, 2025 01:13:05 PM	0:02:21		Internal
595162395610			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Feb, 2025 07:59:24 PM	27 Feb, 2025 08:06:36 PM	25 Feb, 2025 01:13:05 PM	0:02:21		Internal
595162395610			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Feb, 2025 07:59:24 PM	27 Feb, 2025 08:06:36 PM	25 Feb, 2025 01:13:05 PM	0:02:21		Internal
595162395610			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Feb, 2025 07:59:24 PM	27 Feb, 2025 08:06:36 PM	25 Feb, 2025 01:13:05 PM	0:02:21		Internal
595162395610			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Feb, 2025 07:59:24 PM	27 Feb, 2025 08:06:36 PM	25 Feb, 2025 01:13:05 PM	0:02:21		Internal
595162395610			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Feb, 2025 07:59:24 PM	27 Feb, 2025 08:06:36 PM	25 Feb, 2025 01:13:05 PM	0:02:21		Internal
595162395610			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Feb, 2025 07:59:24 PM	27 Feb, 2025 08:06:36 PM	25 Feb, 2025 01:13:05 PM	0:02:21		Internal
595162395610			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Feb, 2025 07:59:24 PM	27 Feb, 2025 08:06:36 PM	25 Feb, 2025 01:13:05 PM	0:02:21		Internal
595162395610			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Feb, 2025 07:59:24 PM	27 Feb, 2025 08:06:36 PM	25 Feb, 2025 01:13:05 PM	0:02:21		Internal
595162395610			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Feb, 2025 07:59:24 PM	27 Feb, 2025 08:06:36 PM	25 Feb, 2025 01:13:05 PM	0:02:21		Internal
595162395610			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Feb, 2025 07:59:24 PM	27 Feb, 2025 08:06:36 PM	25 Feb, 2025 01:13:05 PM	0:02:21		Internal
595162395610			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Feb, 2025 07:59:24 PM	27 Feb, 2025 08:06:36 PM	25 Feb, 2025 01:13:05 PM	0:02:21		Internal
595162395610			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Feb, 2025 07:59:24 PM	27 Feb, 2025 08:06:36 PM	25 Feb, 2025 01:13:05 PM	0:02:21		Internal
595162395610			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Feb, 2025 07:59:24 PM	27 Feb, 2025 08:06:36 PM	25 Feb, 2025 01:13:05 PM	0:02:21		Internal
595162395610			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		27 Feb, 2025 07:59:24 PM	27 Feb, 2025 08:06:36 PM	25 Feb, 2025 01:13:05 PM	0:02:21		Internal
595162395610			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Feb, 2025 07:59:24 PM	27 Feb, 2025 08:06:36 PM	25 Feb, 2025 01:13:05 PM	0:02:21		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595162395610	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	[redacted]	27 Feb, 2025 07:59:24 PM	27 Feb, 2025 08:06:36 PM	25 Feb, 2025 01:13:05 PM	0:02:21		Internal
595162395610			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Feb, 2025 07:59:24 PM	27 Feb, 2025 08:06:36 PM	25 Feb, 2025 01:13:05 PM	0:02:21		Internal
595162195838			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Feb, 2025 08:14:03 PM	27 Feb, 2025 08:20:57 PM	24 Feb, 2025 12:09:55 PM	0:02:59		Internal
595162195838			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Feb, 2025 08:14:03 PM	27 Feb, 2025 08:20:57 PM	24 Feb, 2025 12:09:55 PM	0:02:59		Internal
595162195838			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Feb, 2025 08:14:03 PM	27 Feb, 2025 08:20:57 PM	24 Feb, 2025 12:09:55 PM	0:02:59		Internal
595162195838			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Feb, 2025 08:14:03 PM	27 Feb, 2025 08:20:57 PM	24 Feb, 2025 12:09:55 PM	0:02:59		Internal
595162195838			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Feb, 2025 08:14:03 PM	27 Feb, 2025 08:20:57 PM	24 Feb, 2025 12:09:55 PM	0:02:59		Internal
595162195838			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Feb, 2025 08:14:03 PM	27 Feb, 2025 08:20:57 PM	24 Feb, 2025 12:09:55 PM	0:02:59		Internal
595162195838			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Feb, 2025 08:14:03 PM	27 Feb, 2025 08:20:57 PM	24 Feb, 2025 12:09:55 PM	0:02:59		Internal
595162195838			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Feb, 2025 08:14:03 PM	27 Feb, 2025 08:20:57 PM	24 Feb, 2025 12:09:55 PM	0:02:59		Internal
595162195838			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Feb, 2025 08:14:03 PM	27 Feb, 2025 08:20:57 PM	24 Feb, 2025 12:09:55 PM	0:02:59		Internal
595162195838			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Feb, 2025 08:14:03 PM	27 Feb, 2025 08:20:57 PM	24 Feb, 2025 12:09:55 PM	0:02:59		Internal
595162195838			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Feb, 2025 08:14:03 PM	27 Feb, 2025 08:20:57 PM	24 Feb, 2025 12:09:55 PM	0:02:59		Internal
595162195838			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Feb, 2025 08:14:03 PM	27 Feb, 2025 08:20:57 PM	24 Feb, 2025 12:09:55 PM	0:02:59		Internal
595162195838			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Feb, 2025 08:14:03 PM	27 Feb, 2025 08:20:57 PM	24 Feb, 2025 12:09:55 PM	0:02:59		Internal
595162195838			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Feb, 2025 08:14:03 PM	27 Feb, 2025 08:20:57 PM	24 Feb, 2025 12:09:55 PM	0:02:59		Internal
595162195838			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Feb, 2025 08:14:03 PM	27 Feb, 2025 08:20:57 PM	24 Feb, 2025 12:09:55 PM	0:02:59		Internal
595162195838			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Feb, 2025 08:14:03 PM	27 Feb, 2025 08:20:57 PM	24 Feb, 2025 12:09:55 PM	0:02:59		Internal
595162195838			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Feb, 2025 08:14:03 PM	27 Feb, 2025 08:20:57 PM	24 Feb, 2025 12:09:55 PM	0:02:59		Internal
595162195838			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Feb, 2025 08:14:03 PM	27 Feb, 2025 08:20:57 PM	24 Feb, 2025 12:09:55 PM	0:02:59		Internal
595162195838			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Feb, 2025 08:14:03 PM	27 Feb, 2025 08:20:57 PM	24 Feb, 2025 12:09:55 PM	0:02:59		Internal
595162195838			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Feb, 2025 08:14:03 PM	27 Feb, 2025 08:20:57 PM	24 Feb, 2025 12:09:55 PM	0:02:59		Internal
595162195838			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Feb, 2025 08:14:03 PM	27 Feb, 2025 08:20:57 PM	24 Feb, 2025 12:09:55 PM	0:02:59		Internal
595162195838			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Feb, 2025 08:14:03 PM	27 Feb, 2025 08:20:57 PM	24 Feb, 2025 12:09:55 PM	0:02:59		Internal
595162195838			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		27 Feb, 2025 08:14:03 PM	27 Feb, 2025 08:20:57 PM	24 Feb, 2025 12:09:55 PM	0:02:59		Internal
595162195838			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Feb, 2025 08:14:03 PM	27 Feb, 2025 08:20:57 PM	24 Feb, 2025 12:09:55 PM	0:02:59		Internal
595162195838			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Feb, 2025 08:14:03 PM	27 Feb, 2025 08:20:57 PM	24 Feb, 2025 12:09:55 PM	0:02:59		Internal
595162195838			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Feb, 2025 08:14:03 PM	27 Feb, 2025 08:20:57 PM	24 Feb, 2025 12:09:55 PM	0:02:59		Internal
595162540269			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Feb, 2025 07:29:56 PM	27 Feb, 2025 08:43:25 PM	25 Feb, 2025 10:10:58 PM	0:05:46		Internal
595162540269			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Feb, 2025 07:29:56 PM	27 Feb, 2025 08:43:25 PM	25 Feb, 2025 10:10:58 PM	0:05:46		Internal
595162540269			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Feb, 2025 07:29:56 PM	27 Feb, 2025 08:43:25 PM	25 Feb, 2025 10:10:58 PM	0:05:46		Internal
595162540269			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Feb, 2025 07:29:56 PM	27 Feb, 2025 08:43:25 PM	25 Feb, 2025 10:10:58 PM	0:05:46		Internal
595162540269			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Feb, 2025 07:29:56 PM	27 Feb, 2025 08:43:25 PM	25 Feb, 2025 10:10:58 PM	0:05:46		Internal
595162540269			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Feb, 2025 07:29:56 PM	27 Feb, 2025 08:43:25 PM	25 Feb, 2025 10:10:58 PM	0:05:46		Internal
595162540269			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Feb, 2025 07:29:56 PM	27 Feb, 2025 08:43:25 PM	25 Feb, 2025 10:10:58 PM	0:05:46		Internal
595162540269			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Feb, 2025 07:29:56 PM	27 Feb, 2025 08:43:25 PM	25 Feb, 2025 10:10:58 PM	0:05:46		Internal
595162540269			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Feb, 2025 07:29:56 PM	27 Feb, 2025 08:43:25 PM	25 Feb, 2025 10:10:58 PM	0:05:46		Internal
595162540269			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Feb, 2025 07:29:56 PM	27 Feb, 2025 08:43:25 PM	25 Feb, 2025 10:10:58 PM	0:05:46		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	[redacted]	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595162540269	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	27 Feb, 2025 07:29:56 PM	27 Feb, 2025 08:43:25 PM	25 Feb, 2025 10:10:58 PM	0:05:46		Internal
595162540269			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Feb, 2025 07:29:56 PM	27 Feb, 2025 08:43:25 PM	25 Feb, 2025 10:10:58 PM	0:05:46		Internal
595162540269			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Feb, 2025 07:29:56 PM	27 Feb, 2025 08:43:25 PM	25 Feb, 2025 10:10:58 PM	0:05:46		Internal
595162540269			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Feb, 2025 07:29:56 PM	27 Feb, 2025 08:43:25 PM	25 Feb, 2025 10:10:58 PM	0:05:46		Internal
595162540269			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Feb, 2025 07:29:56 PM	27 Feb, 2025 08:43:25 PM	25 Feb, 2025 10:10:58 PM	0:05:46		Internal
595162540269			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Feb, 2025 07:29:56 PM	27 Feb, 2025 08:43:25 PM	25 Feb, 2025 10:10:58 PM	0:05:46		Internal
595162540269			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Feb, 2025 07:29:56 PM	27 Feb, 2025 08:43:25 PM	25 Feb, 2025 10:10:58 PM	0:05:46		Internal
595162540269			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Feb, 2025 07:29:56 PM	27 Feb, 2025 08:43:25 PM	25 Feb, 2025 10:10:58 PM	0:05:46		Internal
595162540269			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Feb, 2025 07:29:56 PM	27 Feb, 2025 08:43:25 PM	25 Feb, 2025 10:10:58 PM	0:05:46		Internal
595162540269			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Feb, 2025 07:29:56 PM	27 Feb, 2025 08:43:25 PM	25 Feb, 2025 10:10:58 PM	0:05:46		Internal
595162540269			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Feb, 2025 07:29:56 PM	27 Feb, 2025 08:43:25 PM	25 Feb, 2025 10:10:58 PM	0:05:46		Internal
595162540269			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Feb, 2025 07:29:56 PM	27 Feb, 2025 08:43:25 PM	25 Feb, 2025 10:10:58 PM	0:05:46		Internal
595162540269			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		27 Feb, 2025 07:29:56 PM	27 Feb, 2025 08:43:25 PM	25 Feb, 2025 10:10:58 PM	0:05:46		Internal
595162540269			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Feb, 2025 07:29:56 PM	27 Feb, 2025 08:43:25 PM	25 Feb, 2025 10:10:58 PM	0:05:46		Internal
595162540269			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Feb, 2025 07:29:56 PM	27 Feb, 2025 08:43:25 PM	25 Feb, 2025 10:10:58 PM	0:05:46		Internal
595162540269			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Feb, 2025 07:29:56 PM	27 Feb, 2025 08:43:25 PM	25 Feb, 2025 10:10:58 PM	0:05:46		Internal
596114592963			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Feb, 2025 12:02:16 PM	28 Feb, 2025 01:15:14 AM	26 Feb, 2025 02:50:32 PM	0:02:18		Internal
596114592963			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Feb, 2025 12:02:16 PM	28 Feb, 2025 01:15:14 AM	26 Feb, 2025 02:50:32 PM	0:02:18		Internal
596114592963			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Feb, 2025 12:02:16 PM	28 Feb, 2025 01:15:14 AM	26 Feb, 2025 02:50:32 PM	0:02:18		Internal
596114592963			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Feb, 2025 12:02:16 PM	28 Feb, 2025 01:15:14 AM	26 Feb, 2025 02:50:32 PM	0:02:18		Internal
596114592963			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Feb, 2025 12:02:16 PM	28 Feb, 2025 01:15:14 AM	26 Feb, 2025 02:50:32 PM	0:02:18		Internal
596114592963			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Feb, 2025 12:02:16 PM	28 Feb, 2025 01:15:14 AM	26 Feb, 2025 02:50:32 PM	0:02:18		Internal
596114592963			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Feb, 2025 12:02:16 PM	28 Feb, 2025 01:15:14 AM	26 Feb, 2025 02:50:32 PM	0:02:18		Internal
596114592963			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Feb, 2025 12:02:16 PM	28 Feb, 2025 01:15:14 AM	26 Feb, 2025 02:50:32 PM	0:02:18		Internal
596114592963			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Feb, 2025 12:02:16 PM	28 Feb, 2025 01:15:14 AM	26 Feb, 2025 02:50:32 PM	0:02:18		Internal
596114592963			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Feb, 2025 12:02:16 PM	28 Feb, 2025 01:15:14 AM	26 Feb, 2025 02:50:32 PM	0:02:18		Internal
596114592963			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Feb, 2025 12:02:16 PM	28 Feb, 2025 01:15:14 AM	26 Feb, 2025 02:50:32 PM	0:02:18		Internal
596114592963			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Feb, 2025 12:02:16 PM	28 Feb, 2025 01:15:14 AM	26 Feb, 2025 02:50:32 PM	0:02:18		Internal
596114592963			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Feb, 2025 12:02:16 PM	28 Feb, 2025 01:15:14 AM	26 Feb, 2025 02:50:32 PM	0:02:18		Internal
596114592963			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Feb, 2025 12:02:16 PM	28 Feb, 2025 01:15:14 AM	26 Feb, 2025 02:50:32 PM	0:02:18		Internal
596114592963			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Feb, 2025 12:02:16 PM	28 Feb, 2025 01:15:14 AM	26 Feb, 2025 02:50:32 PM	0:02:18		Internal
596114592963			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Feb, 2025 12:02:16 PM	28 Feb, 2025 01:15:14 AM	26 Feb, 2025 02:50:32 PM	0:02:18		Internal
596114592963			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Feb, 2025 12:02:16 PM	28 Feb, 2025 01:15:14 AM	26 Feb, 2025 02:50:32 PM	0:02:18		Internal
596114592963			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Feb, 2025 12:02:16 PM	28 Feb, 2025 01:15:14 AM	26 Feb, 2025 02:50:32 PM	0:02:18		Internal
596114592963			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Feb, 2025 12:02:16 PM	28 Feb, 2025 01:15:14 AM	26 Feb, 2025 02:50:32 PM	0:02:18		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596114592963	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	[redacted]	27 Feb, 2025 12:02:16 PM	28 Feb, 2025 01:15:14 AM	26 Feb, 2025 02:50:32 PM	0:02:18		Internal
596114592963			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Feb, 2025 12:02:16 PM	28 Feb, 2025 01:15:14 AM	26 Feb, 2025 02:50:32 PM	0:02:18		Internal
596114592963			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Feb, 2025 12:02:16 PM	28 Feb, 2025 01:15:14 AM	26 Feb, 2025 02:50:32 PM	0:02:18		Internal
596114592963			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		27 Feb, 2025 12:02:16 PM	28 Feb, 2025 01:15:14 AM	26 Feb, 2025 02:50:32 PM	0:02:18		Internal
596114592963			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Feb, 2025 12:02:16 PM	28 Feb, 2025 01:15:14 AM	26 Feb, 2025 02:50:32 PM	0:02:18		Internal
596114592963			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Feb, 2025 12:02:16 PM	28 Feb, 2025 01:15:14 AM	26 Feb, 2025 02:50:32 PM	0:02:18		Internal
596114592963			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Feb, 2025 12:02:16 PM	28 Feb, 2025 01:15:14 AM	26 Feb, 2025 02:50:32 PM	0:02:18		Internal
594150606797			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Feb, 2025 03:30:45 PM	28 Feb, 2025 01:57:14 AM	04 Feb, 2025 02:09:30 PM	0:07:57		Internal
594150606797			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Feb, 2025 03:30:45 PM	28 Feb, 2025 01:57:14 AM	04 Feb, 2025 02:09:30 PM	0:07:57		Internal
594150606797			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Feb, 2025 03:30:45 PM	28 Feb, 2025 01:57:14 AM	04 Feb, 2025 02:09:30 PM	0:07:57		Internal
594150606797			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Feb, 2025 03:30:45 PM	28 Feb, 2025 01:57:14 AM	04 Feb, 2025 02:09:30 PM	0:07:57		Internal
594150606797			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Feb, 2025 03:30:45 PM	28 Feb, 2025 01:57:14 AM	04 Feb, 2025 02:09:30 PM	0:07:57		Internal
594150606797			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Feb, 2025 03:30:45 PM	28 Feb, 2025 01:57:14 AM	04 Feb, 2025 02:09:30 PM	0:07:57		Internal
594150606797			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Feb, 2025 03:30:45 PM	28 Feb, 2025 01:57:14 AM	04 Feb, 2025 02:09:30 PM	0:07:57		Internal
594150606797			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Feb, 2025 03:30:45 PM	28 Feb, 2025 01:57:14 AM	04 Feb, 2025 02:09:30 PM	0:07:57		Internal
594150606797			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Feb, 2025 03:30:45 PM	28 Feb, 2025 01:57:14 AM	04 Feb, 2025 02:09:30 PM	0:07:57		Internal
594150606797			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Feb, 2025 03:30:45 PM	28 Feb, 2025 01:57:14 AM	04 Feb, 2025 02:09:30 PM	0:07:57		Internal
594150606797			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Feb, 2025 03:30:45 PM	28 Feb, 2025 01:57:14 AM	04 Feb, 2025 02:09:30 PM	0:07:57		Internal
594150606797			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Feb, 2025 03:30:45 PM	28 Feb, 2025 01:57:14 AM	04 Feb, 2025 02:09:30 PM	0:07:57		Internal
594150606797			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Feb, 2025 03:30:45 PM	28 Feb, 2025 01:57:14 AM	04 Feb, 2025 02:09:30 PM	0:07:57		Internal
594150606797			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Feb, 2025 03:30:45 PM	28 Feb, 2025 01:57:14 AM	04 Feb, 2025 02:09:30 PM	0:07:57		Internal
594150606797			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Feb, 2025 03:30:45 PM	28 Feb, 2025 01:57:14 AM	04 Feb, 2025 02:09:30 PM	0:07:57		Internal
594150606797			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Feb, 2025 03:30:45 PM	28 Feb, 2025 01:57:14 AM	04 Feb, 2025 02:09:30 PM	0:07:57		Internal
594150606797			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Feb, 2025 03:30:45 PM	28 Feb, 2025 01:57:14 AM	04 Feb, 2025 02:09:30 PM	0:07:57		Internal
594150606797			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Feb, 2025 03:30:45 PM	28 Feb, 2025 01:57:14 AM	04 Feb, 2025 02:09:30 PM	0:07:57		Internal
594150606797			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Feb, 2025 03:30:45 PM	28 Feb, 2025 01:57:14 AM	04 Feb, 2025 02:09:30 PM	0:07:57		Internal
594150606797			CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Feb, 2025 03:30:45 PM	28 Feb, 2025 01:57:14 AM	04 Feb, 2025 02:09:30 PM	0:07:57		Internal
594150606797			CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Feb, 2025 03:30:45 PM	28 Feb, 2025 01:57:14 AM	04 Feb, 2025 02:09:30 PM	0:07:57		Internal
594150606797			CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Feb, 2025 03:30:45 PM	28 Feb, 2025 01:57:14 AM	04 Feb, 2025 02:09:30 PM	0:07:57		Internal
594150606797			CTE_Bus_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		04 Feb, 2025 03:30:45 PM	28 Feb, 2025 01:57:14 AM	04 Feb, 2025 02:09:30 PM	0:07:57		Internal
594150606797			CTE_Bus_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Feb, 2025 03:30:45 PM	28 Feb, 2025 01:57:14 AM	04 Feb, 2025 02:09:30 PM	0:07:57		Internal
594150606797			CTE_Bus_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Feb, 2025 03:30:45 PM	28 Feb, 2025 01:57:14 AM	04 Feb, 2025 02:09:30 PM	0:07:57		Internal
594150606797			CTE_Bus_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Feb, 2025 03:30:45 PM	28 Feb, 2025 01:57:14 AM	04 Feb, 2025 02:09:30 PM	0:07:57		Internal
595160734402			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Feb, 2025 09:31:26 PM	28 Feb, 2025 02:23:09 AM	12 Feb, 2025 03:04:00 PM	0:05:03		Internal
595160734402			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Feb, 2025 09:31:26 PM	28 Feb, 2025 02:23:09 AM	12 Feb, 2025 03:04:00 PM	0:05:03		Internal
595160734402			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Feb, 2025 09:31:26 PM	28 Feb, 2025 02:23:09 AM	12 Feb, 2025 03:04:00 PM	0:05:03		Internal
595160734402			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Feb, 2025 09:31:26 PM	28 Feb, 2025 02:23:09 AM	12 Feb, 2025 03:04:00 PM	0:05:03		Internal
595160734402			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Feb, 2025 09:31:26 PM	28 Feb, 2025 02:23:09 AM	12 Feb, 2025 03:04:00 PM	0:05:03		Internal
595160734402			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Feb, 2025 09:31:26 PM	28 Feb, 2025 02:23:09 AM	12 Feb, 2025 03:04:00 PM	0:05:03		Internal
595160734402			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Feb, 2025 09:31:26 PM	28 Feb, 2025 02:23:09 AM	12 Feb, 2025 03:04:00 PM	0:05:03		Internal
595160734402			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Feb, 2025 09:31:26 PM	28 Feb, 2025 02:23:09 AM	12 Feb, 2025 03:04:00 PM	0:05:03		Internal
595160734402			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Feb, 2025 09:31:26 PM	28 Feb, 2025 02:23:09 AM	12 Feb, 2025 03:04:00 PM	0:05:03		Internal
595160734402			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Feb, 2025 09:31:26 PM	28 Feb, 2025 02:23:09 AM	12 Feb, 2025 03:04:00 PM	0:05:03		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595160734402	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	13 Feb, 2025 09:31:26 PM	28 Feb, 2025 02:23:09 AM	12 Feb, 2025 03:04:00 PM	0:05:03		Internal
595160734402			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Feb, 2025 09:31:26 PM	28 Feb, 2025 02:23:09 AM	12 Feb, 2025 03:04:00 PM	0:05:03		Internal
595160734402			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Feb, 2025 09:31:26 PM	28 Feb, 2025 02:23:09 AM	12 Feb, 2025 03:04:00 PM	0:05:03		Internal
595160734402			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Feb, 2025 09:31:26 PM	28 Feb, 2025 02:23:09 AM	12 Feb, 2025 03:04:00 PM	0:05:03		Internal
595160734402			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Feb, 2025 09:31:26 PM	28 Feb, 2025 02:23:09 AM	12 Feb, 2025 03:04:00 PM	0:05:03		Internal
595160734402			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Feb, 2025 09:31:26 PM	28 Feb, 2025 02:23:09 AM	12 Feb, 2025 03:04:00 PM	0:05:03		Internal
595160734402			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Feb, 2025 09:31:26 PM	28 Feb, 2025 02:23:09 AM	12 Feb, 2025 03:04:00 PM	0:05:03		Internal
595160734402			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 Feb, 2025 09:31:26 PM	28 Feb, 2025 02:23:09 AM	12 Feb, 2025 03:04:00 PM	0:05:03		Internal
595160734402			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Feb, 2025 09:31:26 PM	28 Feb, 2025 02:23:09 AM	12 Feb, 2025 03:04:00 PM	0:05:03		Internal
595160734402			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Feb, 2025 09:31:26 PM	28 Feb, 2025 02:23:09 AM	12 Feb, 2025 03:04:00 PM	0:05:03		Internal
595160734402			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Feb, 2025 09:31:26 PM	28 Feb, 2025 02:23:09 AM	12 Feb, 2025 03:04:00 PM	0:05:03		Internal
595160734402			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Feb, 2025 09:31:26 PM	28 Feb, 2025 02:23:09 AM	12 Feb, 2025 03:04:00 PM	0:05:03		Internal
595160734402			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		13 Feb, 2025 09:31:26 PM	28 Feb, 2025 02:23:09 AM	12 Feb, 2025 03:04:00 PM	0:05:03		Internal
595160734402			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Feb, 2025 09:31:26 PM	28 Feb, 2025 02:23:09 AM	12 Feb, 2025 03:04:00 PM	0:05:03		Internal
595160734402			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Feb, 2025 09:31:26 PM	28 Feb, 2025 02:23:09 AM	12 Feb, 2025 03:04:00 PM	0:05:03		Internal
595160734402			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Feb, 2025 09:31:26 PM	28 Feb, 2025 02:23:09 AM	12 Feb, 2025 03:04:00 PM	0:05:03		Internal
595162423047			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Feb, 2025 10:01:51 AM	28 Feb, 2025 03:15:36 AM	25 Feb, 2025 03:19:49 PM	0:02:43		Internal
595162423047			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Feb, 2025 10:01:51 AM	28 Feb, 2025 03:15:36 AM	25 Feb, 2025 03:19:49 PM	0:02:43		Internal
595162423047			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Feb, 2025 10:01:51 AM	28 Feb, 2025 03:15:36 AM	25 Feb, 2025 03:19:49 PM	0:02:43		Internal
595162423047			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Feb, 2025 10:01:51 AM	28 Feb, 2025 03:15:36 AM	25 Feb, 2025 03:19:49 PM	0:02:43		Internal
595162423047			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Feb, 2025 10:01:51 AM	28 Feb, 2025 03:15:36 AM	25 Feb, 2025 03:19:49 PM	0:02:43		Internal
595162423047			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Feb, 2025 10:01:51 AM	28 Feb, 2025 03:15:36 AM	25 Feb, 2025 03:19:49 PM	0:02:43		Internal
595162423047			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Feb, 2025 10:01:51 AM	28 Feb, 2025 03:15:36 AM	25 Feb, 2025 03:19:49 PM	0:02:43		Internal
595162423047			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Feb, 2025 10:01:51 AM	28 Feb, 2025 03:15:36 AM	25 Feb, 2025 03:19:49 PM	0:02:43		Internal
595162423047			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Feb, 2025 10:01:51 AM	28 Feb, 2025 03:15:36 AM	25 Feb, 2025 03:19:49 PM	0:02:43		Internal
595162423047			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Feb, 2025 10:01:51 AM	28 Feb, 2025 03:15:36 AM	25 Feb, 2025 03:19:49 PM	0:02:43		Internal
595162423047			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Feb, 2025 10:01:51 AM	28 Feb, 2025 03:15:36 AM	25 Feb, 2025 03:19:49 PM	0:02:43		Internal
595162423047			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Feb, 2025 10:01:51 AM	28 Feb, 2025 03:15:36 AM	25 Feb, 2025 03:19:49 PM	0:02:43		Internal
595162423047			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Feb, 2025 10:01:51 AM	28 Feb, 2025 03:15:36 AM	25 Feb, 2025 03:19:49 PM	0:02:43		Internal
595162423047			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Feb, 2025 10:01:51 AM	28 Feb, 2025 03:15:36 AM	25 Feb, 2025 03:19:49 PM	0:02:43		Internal
595162423047			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Feb, 2025 10:01:51 AM	28 Feb, 2025 03:15:36 AM	25 Feb, 2025 03:19:49 PM	0:02:43		Internal
595162423047			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Feb, 2025 10:01:51 AM	28 Feb, 2025 03:15:36 AM	25 Feb, 2025 03:19:49 PM	0:02:43		Internal
595162423047			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Feb, 2025 10:01:51 AM	28 Feb, 2025 03:15:36 AM	25 Feb, 2025 03:19:49 PM	0:02:43		Internal
595162423047			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Feb, 2025 10:01:51 AM	28 Feb, 2025 03:15:36 AM	25 Feb, 2025 03:19:49 PM	0:02:43		Internal
595162423047			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Feb, 2025 10:01:51 AM	28 Feb, 2025 03:15:36 AM	25 Feb, 2025 03:19:49 PM	0:02:43		Internal
595162423047			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Feb, 2025 10:01:51 AM	28 Feb, 2025 03:15:36 AM	25 Feb, 2025 03:19:49 PM	0:02:43		Internal
595162423047			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Feb, 2025 10:01:51 AM	28 Feb, 2025 03:15:36 AM	25 Feb, 2025 03:19:49 PM	0:02:43		Internal
595162423047			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Feb, 2025 10:01:51 AM	28 Feb, 2025 03:15:36 AM	25 Feb, 2025 03:19:49 PM	0:02:43		Internal
595162423047			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		26 Feb, 2025 10:01:51 AM	28 Feb, 2025 03:15:36 AM	25 Feb, 2025 03:19:49 PM	0:02:43		Internal
595162423047			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Feb, 2025 10:01:51 AM	28 Feb, 2025 03:15:36 AM	25 Feb, 2025 03:19:49 PM	0:02:43		Internal
595162423047			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Feb, 2025 10:01:51 AM	28 Feb, 2025 03:15:36 AM	25 Feb, 2025 03:19:49 PM	0:02:43		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595162423047	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	[redacted]	26 Feb, 2025 10:01:51 AM	28 Feb, 2025 03:15:36 AM	25 Feb, 2025 03:19:49 PM	0:02:43		Internal
595161348400			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Feb, 2025 07:01:11 PM	28 Feb, 2025 04:27:32 AM	17 Feb, 2025 06:31:12 PM	0:02:43		Internal
595161348400			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Feb, 2025 07:01:11 PM	28 Feb, 2025 04:27:32 AM	17 Feb, 2025 06:31:12 PM	0:02:43		Internal
595161348400			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Feb, 2025 07:01:11 PM	28 Feb, 2025 04:27:32 AM	17 Feb, 2025 06:31:12 PM	0:02:43		Internal
595161348400			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Feb, 2025 07:01:11 PM	28 Feb, 2025 04:27:32 AM	17 Feb, 2025 06:31:12 PM	0:02:43		Internal
595161348400			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Feb, 2025 07:01:11 PM	28 Feb, 2025 04:27:32 AM	17 Feb, 2025 06:31:12 PM	0:02:43		Internal
595161348400			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Feb, 2025 07:01:11 PM	28 Feb, 2025 04:27:32 AM	17 Feb, 2025 06:31:12 PM	0:02:43		Internal
595161348400			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Feb, 2025 07:01:11 PM	28 Feb, 2025 04:27:32 AM	17 Feb, 2025 06:31:12 PM	0:02:43		Internal
595161348400			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Feb, 2025 07:01:11 PM	28 Feb, 2025 04:27:32 AM	17 Feb, 2025 06:31:12 PM	0:02:43		Internal
595161348400			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Feb, 2025 07:01:11 PM	28 Feb, 2025 04:27:32 AM	17 Feb, 2025 06:31:12 PM	0:02:43		Internal
595161348400			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Feb, 2025 07:01:11 PM	28 Feb, 2025 04:27:32 AM	17 Feb, 2025 06:31:12 PM	0:02:43		Internal
595161348400			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Feb, 2025 07:01:11 PM	28 Feb, 2025 04:27:32 AM	17 Feb, 2025 06:31:12 PM	0:02:43		Internal
595161348400			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Feb, 2025 07:01:11 PM	28 Feb, 2025 04:27:32 AM	17 Feb, 2025 06:31:12 PM	0:02:43		Internal
595161348400			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Feb, 2025 07:01:11 PM	28 Feb, 2025 04:27:32 AM	17 Feb, 2025 06:31:12 PM	0:02:43		Internal
595161348400			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Feb, 2025 07:01:11 PM	28 Feb, 2025 04:27:32 AM	17 Feb, 2025 06:31:12 PM	0:02:43		Internal
595161348400			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Feb, 2025 07:01:11 PM	28 Feb, 2025 04:27:32 AM	17 Feb, 2025 06:31:12 PM	0:02:43		Internal
595161348400			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Feb, 2025 07:01:11 PM	28 Feb, 2025 04:27:32 AM	17 Feb, 2025 06:31:12 PM	0:02:43		Internal
595161348400			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Feb, 2025 07:01:11 PM	28 Feb, 2025 04:27:32 AM	17 Feb, 2025 06:31:12 PM	0:02:43		Internal
595161348400			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Feb, 2025 07:01:11 PM	28 Feb, 2025 04:27:32 AM	17 Feb, 2025 06:31:12 PM	0:02:43		Internal
595161348400			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Feb, 2025 07:01:11 PM	28 Feb, 2025 04:27:32 AM	17 Feb, 2025 06:31:12 PM	0:02:43		Internal
595161348400			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Feb, 2025 07:01:11 PM	28 Feb, 2025 04:27:32 AM	17 Feb, 2025 06:31:12 PM	0:02:43		Internal
595161348400			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Feb, 2025 07:01:11 PM	28 Feb, 2025 04:27:32 AM	17 Feb, 2025 06:31:12 PM	0:02:43		Internal
595161348400			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Feb, 2025 07:01:11 PM	28 Feb, 2025 04:27:32 AM	17 Feb, 2025 06:31:12 PM	0:02:43		Internal
595161348400			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		17 Feb, 2025 07:01:11 PM	28 Feb, 2025 04:27:32 AM	17 Feb, 2025 06:31:12 PM	0:02:43		Internal
595161348400			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Feb, 2025 07:01:11 PM	28 Feb, 2025 04:27:32 AM	17 Feb, 2025 06:31:12 PM	0:02:43		Internal
595161348400			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Feb, 2025 07:01:11 PM	28 Feb, 2025 04:27:32 AM	17 Feb, 2025 06:31:12 PM	0:02:43		Internal
595161348400			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Feb, 2025 07:01:11 PM	28 Feb, 2025 04:27:32 AM	17 Feb, 2025 06:31:12 PM	0:02:43		Internal
595160690981			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Feb, 2025 05:31:25 PM	28 Feb, 2025 11:34:27 AM	11 Feb, 2025 11:14:47 PM	0:04:56		Internal
595160690981			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Feb, 2025 05:31:25 PM	28 Feb, 2025 11:34:27 AM	11 Feb, 2025 11:14:47 PM	0:04:56		Internal
595160690981			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Feb, 2025 05:31:25 PM	28 Feb, 2025 11:34:27 AM	11 Feb, 2025 11:14:47 PM	0:04:56		Internal
595160690981			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Feb, 2025 05:31:25 PM	28 Feb, 2025 11:34:27 AM	11 Feb, 2025 11:14:47 PM	0:04:56		Internal
595160690981			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Feb, 2025 05:31:25 PM	28 Feb, 2025 11:34:27 AM	11 Feb, 2025 11:14:47 PM	0:04:56		Internal
595160690981			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Feb, 2025 05:31:25 PM	28 Feb, 2025 11:34:27 AM	11 Feb, 2025 11:14:47 PM	0:04:56		Internal
595160690981			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Feb, 2025 05:31:25 PM	28 Feb, 2025 11:34:27 AM	11 Feb, 2025 11:14:47 PM	0:04:56		Internal
595160690981			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Feb, 2025 05:31:25 PM	28 Feb, 2025 11:34:27 AM	11 Feb, 2025 11:14:47 PM	0:04:56		Internal
595160690981			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Feb, 2025 05:31:25 PM	28 Feb, 2025 11:34:27 AM	11 Feb, 2025 11:14:47 PM	0:04:56		Internal
595160690981			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Feb, 2025 05:31:25 PM	28 Feb, 2025 11:34:27 AM	11 Feb, 2025 11:14:47 PM	0:04:56		Internal
595160690981			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Feb, 2025 05:31:25 PM	28 Feb, 2025 11:34:27 AM	11 Feb, 2025 11:14:47 PM	0:04:56		Internal
595160690981			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Feb, 2025 05:31:25 PM	28 Feb, 2025 11:34:27 AM	11 Feb, 2025 11:14:47 PM	0:04:56		Internal
595160690981			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Feb, 2025 05:31:25 PM	28 Feb, 2025 11:34:27 AM	11 Feb, 2025 11:14:47 PM	0:04:56		Internal
595160690981			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Feb, 2025 05:31:25 PM	28 Feb, 2025 11:34:27 AM	11 Feb, 2025 11:14:47 PM	0:04:56		Internal
595160690981			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Feb, 2025 05:31:25 PM	28 Feb, 2025 11:34:27 AM	11 Feb, 2025 11:14:47 PM	0:04:56		Internal
595160690981			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Feb, 2025 05:31:25 PM	28 Feb, 2025 11:34:27 AM	11 Feb, 2025 11:14:47 PM	0:04:56		Internal
595160690981			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Feb, 2025 05:31:25 PM	28 Feb, 2025 11:34:27 AM	11 Feb, 2025 11:14:47 PM	0:04:56		Internal
595160690981			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 Feb, 2025 05:31:25 PM	28 Feb, 2025 11:34:27 AM	11 Feb, 2025 11:14:47 PM	0:04:56		Internal
595160690981			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Feb, 2025 05:31:25 PM	28 Feb, 2025 11:34:27 AM	11 Feb, 2025 11:14:47 PM	0:04:56		Internal
595160690981			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Feb, 2025 05:31:25 PM	28 Feb, 2025 11:34:27 AM	11 Feb, 2025 11:14:47 PM	0:04:56		Internal
595160690981			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Feb, 2025 05:31:25 PM	28 Feb, 2025 11:34:27 AM	11 Feb, 2025 11:14:47 PM	0:04:56		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595160690981			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Feb, 2025 05:31:25 PM	28 Feb, 2025 11:34:27 AM	11 Feb, 2025 11:14:47 PM	0:04:56		Internal
595160690981			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		13 Feb, 2025 05:31:25 PM	28 Feb, 2025 11:34:27 AM	11 Feb, 2025 11:14:47 PM	0:04:56		Internal
595160690981			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Feb, 2025 05:31:25 PM	28 Feb, 2025 11:34:27 AM	11 Feb, 2025 11:14:47 PM	0:04:56		Internal
595160690981			CTE_Bus_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Feb, 2025 05:31:25 PM	28 Feb, 2025 11:34:27 AM	11 Feb, 2025 11:14:47 PM	0:04:56		Internal
595160690981			CTE_Bus_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Feb, 2025 05:31:25 PM	28 Feb, 2025 11:34:27 AM	11 Feb, 2025 11:14:47 PM	0:04:56		Internal
595161255526			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Feb, 2025 11:00:31 PM	28 Feb, 2025 11:47:57 AM	16 Feb, 2025 10:27:06 PM	0:04:21		Internal
595161255526			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Feb, 2025 11:00:31 PM	28 Feb, 2025 11:47:57 AM	16 Feb, 2025 10:27:06 PM	0:04:21		Internal
595161255526			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Feb, 2025 11:00:31 PM	28 Feb, 2025 11:47:57 AM	16 Feb, 2025 10:27:06 PM	0:04:21		Internal
595161255526			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Feb, 2025 11:00:31 PM	28 Feb, 2025 11:47:57 AM	16 Feb, 2025 10:27:06 PM	0:04:21		Internal
595161255526			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Feb, 2025 11:00:31 PM	28 Feb, 2025 11:47:57 AM	16 Feb, 2025 10:27:06 PM	0:04:21		Internal
595161255526			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Feb, 2025 11:00:31 PM	28 Feb, 2025 11:47:57 AM	16 Feb, 2025 10:27:06 PM	0:04:21		Internal
595161255526			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Feb, 2025 11:00:31 PM	28 Feb, 2025 11:47:57 AM	16 Feb, 2025 10:27:06 PM	0:04:21		Internal
595161255526			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Feb, 2025 11:00:31 PM	28 Feb, 2025 11:47:57 AM	16 Feb, 2025 10:27:06 PM	0:04:21		Internal
595161255526			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Feb, 2025 11:00:31 PM	28 Feb, 2025 11:47:57 AM	16 Feb, 2025 10:27:06 PM	0:04:21		Internal
595161255526			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Feb, 2025 11:00:31 PM	28 Feb, 2025 11:47:57 AM	16 Feb, 2025 10:27:06 PM	0:04:21		Internal
595161255526			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Feb, 2025 11:00:31 PM	28 Feb, 2025 11:47:57 AM	16 Feb, 2025 10:27:06 PM	0:04:21		Internal
595161255526			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Feb, 2025 11:00:31 PM	28 Feb, 2025 11:47:57 AM	16 Feb, 2025 10:27:06 PM	0:04:21		Internal
595161255526			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Feb, 2025 11:00:31 PM	28 Feb, 2025 11:47:57 AM	16 Feb, 2025 10:27:06 PM	0:04:21		Internal
595161255526			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Feb, 2025 11:00:31 PM	28 Feb, 2025 11:47:57 AM	16 Feb, 2025 10:27:06 PM	0:04:21		Internal
595161255526			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Feb, 2025 11:00:31 PM	28 Feb, 2025 11:47:57 AM	16 Feb, 2025 10:27:06 PM	0:04:21		Internal
595161255526			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Feb, 2025 11:00:31 PM	28 Feb, 2025 11:47:57 AM	16 Feb, 2025 10:27:06 PM	0:04:21		Internal
595161255526			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Feb, 2025 11:00:31 PM	28 Feb, 2025 11:47:57 AM	16 Feb, 2025 10:27:06 PM	0:04:21		Internal
595161255526			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Feb, 2025 11:00:31 PM	28 Feb, 2025 11:47:57 AM	16 Feb, 2025 10:27:06 PM	0:04:21		Internal
595161255526			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Feb, 2025 11:00:31 PM	28 Feb, 2025 11:47:57 AM	16 Feb, 2025 10:27:06 PM	0:04:21		Internal
595161255526			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Feb, 2025 11:00:31 PM	28 Feb, 2025 11:47:57 AM	16 Feb, 2025 10:27:06 PM	0:04:21		Internal
595161255526			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Feb, 2025 11:00:31 PM	28 Feb, 2025 11:47:57 AM	16 Feb, 2025 10:27:06 PM	0:04:21		Internal
595161255526			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Feb, 2025 11:00:31 PM	28 Feb, 2025 11:47:57 AM	16 Feb, 2025 10:27:06 PM	0:04:21		Internal
595161255526			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		16 Feb, 2025 11:00:31 PM	28 Feb, 2025 11:47:57 AM	16 Feb, 2025 10:27:06 PM	0:04:21		Internal
595161255526			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Feb, 2025 11:00:31 PM	28 Feb, 2025 11:47:57 AM	16 Feb, 2025 10:27:06 PM	0:04:21		Internal
595161255526			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Feb, 2025 11:00:31 PM	28 Feb, 2025 11:47:57 AM	16 Feb, 2025 10:27:06 PM	0:04:21		Internal
595161255526			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Feb, 2025 11:00:31 PM	28 Feb, 2025 11:47:57 AM	16 Feb, 2025 10:27:06 PM	0:04:21		Internal
595161250273			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Feb, 2025 07:00:44 AM	28 Feb, 2025 11:55:32 AM	16 Feb, 2025 09:39:21 PM	0:06:28		Internal
595161250273			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Feb, 2025 07:00:44 AM	28 Feb, 2025 11:55:32 AM	16 Feb, 2025 09:39:21 PM	0:06:28		Internal
595161250273			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Feb, 2025 07:00:44 AM	28 Feb, 2025 11:55:32 AM	16 Feb, 2025 09:39:21 PM	0:06:28		Internal
595161250273			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Feb, 2025 07:00:44 AM	28 Feb, 2025 11:55:32 AM	16 Feb, 2025 09:39:21 PM	0:06:28		Internal
595161250273			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Feb, 2025 07:00:44 AM	28 Feb, 2025 11:55:32 AM	16 Feb, 2025 09:39:21 PM	0:06:28		Internal
595161250273			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Feb, 2025 07:00:44 AM	28 Feb, 2025 11:55:32 AM	16 Feb, 2025 09:39:21 PM	0:06:28		Internal
595161250273			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Feb, 2025 07:00:44 AM	28 Feb, 2025 11:55:32 AM	16 Feb, 2025 09:39:21 PM	0:06:28		Internal
595161250273			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Feb, 2025 07:00:44 AM	28 Feb, 2025 11:55:32 AM	16 Feb, 2025 09:39:21 PM	0:06:28		Internal
595161250273			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Feb, 2025 07:00:44 AM	28 Feb, 2025 11:55:32 AM	16 Feb, 2025 09:39:21 PM	0:06:28		Internal
595161250273			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Feb, 2025 07:00:44 AM	28 Feb, 2025 11:55:32 AM	16 Feb, 2025 09:39:21 PM	0:06:28		Internal
595161250273			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Feb, 2025 07:00:44 AM	28 Feb, 2025 11:55:32 AM	16 Feb, 2025 09:39:21 PM	0:06:28		Internal
595161250273			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Feb, 2025 07:00:44 AM	28 Feb, 2025 11:55:32 AM	16 Feb, 2025 09:39:21 PM	0:06:28		Internal
595161250273			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Feb, 2025 07:00:44 AM	28 Feb, 2025 11:55:32 AM	16 Feb, 2025 09:39:21 PM	0:06:28		Internal
595161250273			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Feb, 2025 07:00:44 AM	28 Feb, 2025 11:55:32 AM	16 Feb, 2025 09:39:21 PM	0:06:28		Internal
595161250273			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Feb, 2025 07:00:44 AM	28 Feb, 2025 11:55:32 AM	16 Feb, 2025 09:39:21 PM	0:06:28		Internal
595161250273			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Feb, 2025 07:00:44 AM	28 Feb, 2025 11:55:32 AM	16 Feb, 2025 09:39:21 PM	0:06:28		Internal
595161250273			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Feb, 2025 07:00:44 AM	28 Feb, 2025 11:55:32 AM	16 Feb, 2025 09:39:21 PM	0:06:28		Internal
595161250273			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Feb, 2025 07:00:44 AM	28 Feb, 2025 11:55:32 AM	16 Feb, 2025 09:39:21 PM	0:06:28		Internal
595161250273			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Feb, 2025 07:00:44 AM	28 Feb, 2025 11:55:32 AM	16 Feb, 2025 09:39:21 PM	0:06:28		Internal
595161250273			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Feb, 2025 07:00:44 AM	28 Feb, 2025 11:55:32 AM	16 Feb, 2025 09:39:21 PM	0:06:28		Internal
595161250273			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Feb, 2025 07:00:44 AM	28 Feb, 2025 11:55:32 AM	16 Feb, 2025 09:39:21 PM	0:06:28		Internal
595161250273			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Feb, 2025 07:00:44 AM	28 Feb, 2025 11:55:32 AM	16 Feb, 2025 09:39:21 PM	0:06:28		Internal
595161250273			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		17 Feb, 2025 07:00:44 AM	28 Feb, 2025 11:55:32 AM	16 Feb, 2025 09:39:21 PM	0:06:28		Internal
595161250273			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Feb, 2025 07:00:44 AM	28 Feb, 2025 11:55:32 AM	16 Feb, 2025 09:39:21 PM	0:06:28		Internal
595161250273			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Feb, 2025 07:00:44 AM	28 Feb, 2025 11:55:32 AM	16 Feb, 2025 09:39:21 PM	0:06:28		Internal
595161250273			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Feb, 2025 07:00:44 AM	28 Feb, 2025 11:55:32 AM	16 Feb, 2025 09:39:21 PM	0:06:28		Internal
595161909986			CTE_Bus_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Feb, 2025 05:01:24 AM	28 Feb, 2025 11:59:31 AM	20 Feb, 2025 07:50:46 PM	0:05:29		Internal
595161909986			CTE_Bus_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Feb, 2025 05:01:24 AM	28 Feb, 2025 11:59:31 AM	20 Feb, 2025 07:50:46 PM	0:05:29		Internal
595161909986			CTE_Bus_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Feb, 2025 05:01:24 AM	28 Feb, 2025 11:59:31 AM	20 Feb, 2025 07:50:46 PM	0:05:29		Internal
595161909986			CTE_Bus_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Feb, 2025 05:01:24 AM	28 Feb, 2025 11:59:31 AM	20 Feb, 2025 07:50:46 PM	0:05:29		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595161909986			CTE_Bus_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Feb, 2025 05:01:24 AM	28 Feb, 2025 11:59:31 AM	20 Feb, 2025 07:50:46 PM	0:05:29		Internal
595161909986			CTE_Bus_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Feb, 2025 05:01:24 AM	28 Feb, 2025 11:59:31 AM	20 Feb, 2025 07:50:46 PM	0:05:29		Internal
595161909986			CTE_Bus_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Feb, 2025 05:01:24 AM	28 Feb, 2025 11:59:31 AM	20 Feb, 2025 07:50:46 PM	0:05:29		Internal
595161909986			CTE_Bus_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Feb, 2025 05:01:24 AM	28 Feb, 2025 11:59:31 AM	20 Feb, 2025 07:50:46 PM	0:05:29		Internal
595161909986			CTE_Bus_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Feb, 2025 05:01:24 AM	28 Feb, 2025 11:59:31 AM	20 Feb, 2025 07:50:46 PM	0:05:29		Internal
595161909986			CTE_Bus_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Feb, 2025 05:01:24 AM	28 Feb, 2025 11:59:31 AM	20 Feb, 2025 07:50:46 PM	0:05:29		Internal
595161909986			CTE_Bus_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Feb, 2025 05:01:24 AM	28 Feb, 2025 11:59:31 AM	20 Feb, 2025 07:50:46 PM	0:05:29		Internal
595161909986			CTE_Bus_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Feb, 2025 05:01:24 AM	28 Feb, 2025 11:59:31 AM	20 Feb, 2025 07:50:46 PM	0:05:29		Internal
595161909986			CTE_Bus_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Feb, 2025 05:01:24 AM	28 Feb, 2025 11:59:31 AM	20 Feb, 2025 07:50:46 PM	0:05:29		Internal
595161909986			CTE_Bus_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Feb, 2025 05:01:24 AM	28 Feb, 2025 11:59:31 AM	20 Feb, 2025 07:50:46 PM	0:05:29		Internal
595161909986			CTE_Bus_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Feb, 2025 05:01:24 AM	28 Feb, 2025 11:59:31 AM	20 Feb, 2025 07:50:46 PM	0:05:29		Internal
595161909986			CTE_Bus_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Feb, 2025 05:01:24 AM	28 Feb, 2025 11:59:31 AM	20 Feb, 2025 07:50:46 PM	0:05:29		Internal
595161909986			CTE_Bus_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Feb, 2025 05:01:24 AM	28 Feb, 2025 11:59:31 AM	20 Feb, 2025 07:50:46 PM	0:05:29		Internal
595161909986			CTE_Bus_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Feb, 2025 05:01:24 AM	28 Feb, 2025 11:59:31 AM	20 Feb, 2025 07:50:46 PM	0:05:29		Internal
595161909986			CTE_Bus_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Feb, 2025 05:01:24 AM	28 Feb, 2025 11:59:31 AM	20 Feb, 2025 07:50:46 PM	0:05:29		Internal
595161909986			CTE_Bus_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Feb, 2025 05:01:24 AM	28 Feb, 2025 11:59:31 AM	20 Feb, 2025 07:50:46 PM	0:05:29		Internal
595161909986			CTE_Bus_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Feb, 2025 05:01:24 AM	28 Feb, 2025 11:59:31 AM	20 Feb, 2025 07:50:46 PM	0:05:29		Internal
595161909986			CTE_Bus_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Feb, 2025 05:01:24 AM	28 Feb, 2025 11:59:31 AM	20 Feb, 2025 07:50:46 PM	0:05:29		Internal
595161909986			CTE_Bus_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		21 Feb, 2025 05:01:24 AM	28 Feb, 2025 11:59:31 AM	20 Feb, 2025 07:50:46 PM	0:05:29		Internal
595161909986			CTE_Bus_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Feb, 2025 05:01:24 AM	28 Feb, 2025 11:59:31 AM	20 Feb, 2025 07:50:46 PM	0:05:29		Internal
595161909986			CTE_Bus_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Feb, 2025 05:01:24 AM	28 Feb, 2025 11:59:31 AM	20 Feb, 2025 07:50:46 PM	0:05:29		Internal
595161909986			CTE_Bus_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Feb, 2025 05:01:24 AM	28 Feb, 2025 11:59:31 AM	20 Feb, 2025 07:50:46 PM	0:05:29		Internal
595161679893			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Feb, 2025 05:01:25 PM	28 Feb, 2025 12:44:03 PM	19 Feb, 2025 05:23:52 PM	0:07:24		Internal
595161679893			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Feb, 2025 05:01:25 PM	28 Feb, 2025 12:44:03 PM	19 Feb, 2025 05:23:52 PM	0:07:24		Internal
595161679893			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Feb, 2025 05:01:25 PM	28 Feb, 2025 12:44:03 PM	19 Feb, 2025 05:23:52 PM	0:07:24		Internal
595161679893			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Feb, 2025 05:01:25 PM	28 Feb, 2025 12:44:03 PM	19 Feb, 2025 05:23:52 PM	0:07:24		Internal
595161679893			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Feb, 2025 05:01:25 PM	28 Feb, 2025 12:44:03 PM	19 Feb, 2025 05:23:52 PM	0:07:24		Internal
595161679893			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Feb, 2025 05:01:25 PM	28 Feb, 2025 12:44:03 PM	19 Feb, 2025 05:23:52 PM	0:07:24		Internal
595161679893			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Feb, 2025 05:01:25 PM	28 Feb, 2025 12:44:03 PM	19 Feb, 2025 05:23:52 PM	0:07:24		Internal
595161679893			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Feb, 2025 05:01:25 PM	28 Feb, 2025 12:44:03 PM	19 Feb, 2025 05:23:52 PM	0:07:24		Internal
595161679893			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Feb, 2025 05:01:25 PM	28 Feb, 2025 12:44:03 PM	19 Feb, 2025 05:23:52 PM	0:07:24		Internal
595161679893			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Feb, 2025 05:01:25 PM	28 Feb, 2025 12:44:03 PM	19 Feb, 2025 05:23:52 PM	0:07:24		Internal
595161679893			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Feb, 2025 05:01:25 PM	28 Feb, 2025 12:44:03 PM	19 Feb, 2025 05:23:52 PM	0:07:24		Internal
595161679893			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Feb, 2025 05:01:25 PM	28 Feb, 2025 12:44:03 PM	19 Feb, 2025 05:23:52 PM	0:07:24		Internal
595161679893			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Feb, 2025 05:01:25 PM	28 Feb, 2025 12:44:03 PM	19 Feb, 2025 05:23:52 PM	0:07:24		Internal
595161679893			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Feb, 2025 05:01:25 PM	28 Feb, 2025 12:44:03 PM	19 Feb, 2025 05:23:52 PM	0:07:24		Internal
595161679893			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Feb, 2025 05:01:25 PM	28 Feb, 2025 12:44:03 PM	19 Feb, 2025 05:23:52 PM	0:07:24		Internal
595161679893			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Feb, 2025 05:01:25 PM	28 Feb, 2025 12:44:03 PM	19 Feb, 2025 05:23:52 PM	0:07:24		Internal
595161679893			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Feb, 2025 05:01:25 PM	28 Feb, 2025 12:44:03 PM	19 Feb, 2025 05:23:52 PM	0:07:24		Internal
595161679893			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Feb, 2025 05:01:25 PM	28 Feb, 2025 12:44:03 PM	19 Feb, 2025 05:23:52 PM	0:07:24		Internal
595161679893			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Feb, 2025 05:01:25 PM	28 Feb, 2025 12:44:03 PM	19 Feb, 2025 05:23:52 PM	0:07:24		Internal
595161679893			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Feb, 2025 05:01:25 PM	28 Feb, 2025 12:44:03 PM	19 Feb, 2025 05:23:52 PM	0:07:24		Internal
595161679893			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Feb, 2025 05:01:25 PM	28 Feb, 2025 12:44:03 PM	19 Feb, 2025 05:23:52 PM	0:07:24		Internal
595161679893			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Feb, 2025 05:01:25 PM	28 Feb, 2025 12:44:03 PM	19 Feb, 2025 05:23:52 PM	0:07:24		Internal
595161679893			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		21 Feb, 2025 05:01:25 PM	28 Feb, 2025 12:44:03 PM	19 Feb, 2025 05:23:52 PM	0:07:24		Internal
595161679893			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Feb, 2025 05:01:25 PM	28 Feb, 2025 12:44:03 PM	19 Feb, 2025 05:23:52 PM	0:07:24		Internal
595161679893			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Feb, 2025 05:01:25 PM	28 Feb, 2025 12:44:03 PM	19 Feb, 2025 05:23:52 PM	0:07:24		Internal
595161679893			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Feb, 2025 05:01:25 PM	28 Feb, 2025 12:44:03 PM	19 Feb, 2025 05:23:52 PM	0:07:24		Internal
596114632857			CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Feb, 2025 12:02:38 AM	28 Feb, 2025 02:03:16 PM	26 Feb, 2025 05:20:00 PM	0:03:23		Internal
596114632857			CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Feb, 2025 12:02:38 AM	28 Feb, 2025 02:03:16 PM	26 Feb, 2025 05:20:00 PM	0:03:23		Internal
596114632857			CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Feb, 2025 12:02:38 AM	28 Feb, 2025 02:03:16 PM	26 Feb, 2025 05:20:00 PM	0:03:23		Internal
596114632857			CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Feb, 2025 12:02:38 AM	28 Feb, 2025 02:03:16 PM	26 Feb, 2025 05:20:00 PM	0:03:23		Internal
596114632857			CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Feb, 2025 12:02:38 AM	28 Feb, 2025 02:03:16 PM	26 Feb, 2025 05:20:00 PM	0:03:23		Internal
596114632857			CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Feb, 2025 12:02:38 AM	28 Feb, 2025 02:03:16 PM	26 Feb, 2025 05:20:00 PM	0:03:23		Internal
596114632857			CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Feb, 2025 12:02:38 AM	28 Feb, 2025 02:03:16 PM	26 Feb, 2025 05:20:00 PM	0:03:23		Internal
596114632857			CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Feb, 2025 12:02:38 AM	28 Feb, 2025 02:03:16 PM	26 Feb, 2025 05:20:00 PM	0:03:23		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type		Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596114632857	[redacted]	[redacted]	CTE_Res_Resolution_Escalation	[redacted]	Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	[redacted]	27 Feb, 2025 12:02:38 AM	28 Feb, 2025 02:03:16 PM	26 Feb, 2025 05:20:00 PM	0:03:23		Internal
596114632857			CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Feb, 2025 12:02:38 AM	28 Feb, 2025 02:03:16 PM	26 Feb, 2025 05:20:00 PM	0:03:23		Internal
596114632857			CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Feb, 2025 12:02:38 AM	28 Feb, 2025 02:03:16 PM	26 Feb, 2025 05:20:00 PM	0:03:23		Internal
596114632857			CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Feb, 2025 12:02:38 AM	28 Feb, 2025 02:03:16 PM	26 Feb, 2025 05:20:00 PM	0:03:23		Internal
596114632857			CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Feb, 2025 12:02:38 AM	28 Feb, 2025 02:03:16 PM	26 Feb, 2025 05:20:00 PM	0:03:23		Internal
596114632857			CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Feb, 2025 12:02:38 AM	28 Feb, 2025 02:03:16 PM	26 Feb, 2025 05:20:00 PM	0:03:23		Internal
596114632857			CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Feb, 2025 12:02:38 AM	28 Feb, 2025 02:03:16 PM	26 Feb, 2025 05:20:00 PM	0:03:23		Internal
596114632857			CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Feb, 2025 12:02:38 AM	28 Feb, 2025 02:03:16 PM	26 Feb, 2025 05:20:00 PM	0:03:23		Internal
596114632857			CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Feb, 2025 12:02:38 AM	28 Feb, 2025 02:03:16 PM	26 Feb, 2025 05:20:00 PM	0:03:23		Internal
596114632857			CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Feb, 2025 12:02:38 AM	28 Feb, 2025 02:03:16 PM	26 Feb, 2025 05:20:00 PM	0:03:23		Internal
596114632857			CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Feb, 2025 12:02:38 AM	28 Feb, 2025 02:03:16 PM	26 Feb, 2025 05:20:00 PM	0:03:23		Internal
596114632857			CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Feb, 2025 12:02:38 AM	28 Feb, 2025 02:03:16 PM	26 Feb, 2025 05:20:00 PM	0:03:23		Internal
596114632857			CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Feb, 2025 12:02:38 AM	28 Feb, 2025 02:03:16 PM	26 Feb, 2025 05:20:00 PM	0:03:23		Internal
596114632857			CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Feb, 2025 12:02:38 AM	28 Feb, 2025 02:03:16 PM	26 Feb, 2025 05:20:00 PM	0:03:23		Internal
596114632857			CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		27 Feb, 2025 12:02:38 AM	28 Feb, 2025 02:03:16 PM	26 Feb, 2025 05:20:00 PM	0:03:23		Internal
596114632857			CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Feb, 2025 12:02:38 AM	28 Feb, 2025 02:03:16 PM	26 Feb, 2025 05:20:00 PM	0:03:23		Internal
596114632857			CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Feb, 2025 12:02:38 AM	28 Feb, 2025 02:03:16 PM	26 Feb, 2025 05:20:00 PM	0:03:23		Internal
596114632857			CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Feb, 2025 12:02:38 AM	28 Feb, 2025 02:03:16 PM	26 Feb, 2025 05:20:00 PM	0:03:23		Internal
596114645129			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Feb, 2025 08:02:14 AM	28 Feb, 2025 02:08:44 PM	26 Feb, 2025 05:52:32 PM	0:07:30		Internal
596114645129			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Feb, 2025 08:02:14 AM	28 Feb, 2025 02:08:44 PM	26 Feb, 2025 05:52:32 PM	0:07:30		Internal
596114645129			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Feb, 2025 08:02:14 AM	28 Feb, 2025 02:08:44 PM	26 Feb, 2025 05:52:32 PM	0:07:30		Internal
596114645129			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Feb, 2025 08:02:14 AM	28 Feb, 2025 02:08:44 PM	26 Feb, 2025 05:52:32 PM	0:07:30		Internal
596114645129			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Feb, 2025 08:02:14 AM	28 Feb, 2025 02:08:44 PM	26 Feb, 2025 05:52:32 PM	0:07:30		Internal
596114645129			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Feb, 2025 08:02:14 AM	28 Feb, 2025 02:08:44 PM	26 Feb, 2025 05:52:32 PM	0:07:30		Internal
596114645129			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Feb, 2025 08:02:14 AM	28 Feb, 2025 02:08:44 PM	26 Feb, 2025 05:52:32 PM	0:07:30		Internal
596114645129			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Feb, 2025 08:02:14 AM	28 Feb, 2025 02:08:44 PM	26 Feb, 2025 05:52:32 PM	0:07:30		Internal
596114645129			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Feb, 2025 08:02:14 AM	28 Feb, 2025 02:08:44 PM	26 Feb, 2025 05:52:32 PM	0:07:30		Internal
596114645129			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Feb, 2025 08:02:14 AM	28 Feb, 2025 02:08:44 PM	26 Feb, 2025 05:52:32 PM	0:07:30		Internal
596114645129			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Feb, 2025 08:02:14 AM	28 Feb, 2025 02:08:44 PM	26 Feb, 2025 05:52:32 PM	0:07:30		Internal
596114645129			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Feb, 2025 08:02:14 AM	28 Feb, 2025 02:08:44 PM	26 Feb, 2025 05:52:32 PM	0:07:30		Internal
596114645129			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Feb, 2025 08:02:14 AM	28 Feb, 2025 02:08:44 PM	26 Feb, 2025 05:52:32 PM	0:07:30		Internal
596114645129			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Feb, 2025 08:02:14 AM	28 Feb, 2025 02:08:44 PM	26 Feb, 2025 05:52:32 PM	0:07:30		Internal
596114645129			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Feb, 2025 08:02:14 AM	28 Feb, 2025 02:08:44 PM	26 Feb, 2025 05:52:32 PM	0:07:30		Internal
596114645129			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Feb, 2025 08:02:14 AM	28 Feb, 2025 02:08:44 PM	26 Feb, 2025 05:52:32 PM	0:07:30		Internal
596114645129			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Feb, 2025 08:02:14 AM	28 Feb, 2025 02:08:44 PM	26 Feb, 2025 05:52:32 PM	0:07:30		Internal
596114645129			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Feb, 2025 08:02:14 AM	28 Feb, 2025 02:08:44 PM	26 Feb, 2025 05:52:32 PM	0:07:30		Internal
596114645129			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Feb, 2025 08:02:14 AM	28 Feb, 2025 02:08:44 PM	26 Feb, 2025 05:52:32 PM	0:07:30		Internal
596114645129			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Feb, 2025 08:02:14 AM	28 Feb, 2025 02:08:44 PM	26 Feb, 2025 05:52:32 PM	0:07:30		Internal
596114645129			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Feb, 2025 08:02:14 AM	28 Feb, 2025 02:08:44 PM	26 Feb, 2025 05:52:32 PM	0:07:30		Internal
596114645129			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Feb, 2025 08:02:14 AM	28 Feb, 2025 02:08:44 PM	26 Feb, 2025 05:52:32 PM	0:07:30		Internal
596114645129			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		27 Feb, 2025 08:02:14 AM	28 Feb, 2025 02:08:44 PM	26 Feb, 2025 05:52:32 PM	0:07:30		Internal
596114645129			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Feb, 2025 08:02:14 AM	28 Feb, 2025 02:08:44 PM	26 Feb, 2025 05:52:32 PM	0:07:30		Internal
596114645129			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Feb, 2025 08:02:14 AM	28 Feb, 2025 02:08:44 PM	26 Feb, 2025 05:52:32 PM	0:07:30		Internal
596114645129			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Feb, 2025 08:02:14 AM	28 Feb, 2025 02:08:44 PM	26 Feb, 2025 05:52:32 PM	0:07:30		Internal
595162212124			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Feb, 2025 03:00:14 PM	28 Feb, 2025 02:12:25 PM	24 Feb, 2025 02:18:23 PM	0:02:40		Internal
595162212124			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Feb, 2025 03:00:14 PM	28 Feb, 2025 02:12:25 PM	24 Feb, 2025 02:18:23 PM	0:02:40		Internal
595162212124			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Feb, 2025 03:00:14 PM	28 Feb, 2025 02:12:25 PM	24 Feb, 2025 02:18:23 PM	0:02:40		Internal
595162212124			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Feb, 2025 03:00:14 PM	28 Feb, 2025 02:12:25 PM	24 Feb, 2025 02:18:23 PM	0:02:40		Internal
595162212124			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Feb, 2025 03:00:14 PM	28 Feb, 2025 02:12:25 PM	24 Feb, 2025 02:18:23 PM	0:02:40		Internal
595162212124			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Feb, 2025 03:00:14 PM	28 Feb, 2025 02:12:25 PM	24 Feb, 2025 02:18:23 PM	0:02:40		Internal
595162212124			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Feb, 2025 03:00:14 PM	28 Feb, 2025 02:12:25 PM	24 Feb, 2025 02:18:23 PM	0:02:40		Internal
595162212124			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Feb, 2025 03:00:14 PM	28 Feb, 2025 02:12:25 PM	24 Feb, 2025 02:18:23 PM	0:02:40		Internal
595162212124			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Feb, 2025 03:00:14 PM	28 Feb, 2025 02:12:25 PM	24 Feb, 2025 02:18:23 PM	0:02:40		Internal
595162212124			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Feb, 2025 03:00:14 PM	28 Feb, 2025 02:12:25 PM	24 Feb, 2025 02:18:23 PM	0:02:40		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595162212124	[redacted]	[redacted]	CTE_Bus_Billing	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	24 Feb, 2025 03:00:14 PM	28 Feb, 2025 02:12:25 PM	24 Feb, 2025 02:18:23 PM	0:02:40		Internal
595162212124			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Feb, 2025 03:00:14 PM	28 Feb, 2025 02:12:25 PM	24 Feb, 2025 02:18:23 PM	0:02:40		Internal
595162212124			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Feb, 2025 03:00:14 PM	28 Feb, 2025 02:12:25 PM	24 Feb, 2025 02:18:23 PM	0:02:40		Internal
595162212124			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Feb, 2025 03:00:14 PM	28 Feb, 2025 02:12:25 PM	24 Feb, 2025 02:18:23 PM	0:02:40		Internal
595162212124			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Feb, 2025 03:00:14 PM	28 Feb, 2025 02:12:25 PM	24 Feb, 2025 02:18:23 PM	0:02:40		Internal
595162212124			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Feb, 2025 03:00:14 PM	28 Feb, 2025 02:12:25 PM	24 Feb, 2025 02:18:23 PM	0:02:40		Internal
595162212124			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Feb, 2025 03:00:14 PM	28 Feb, 2025 02:12:25 PM	24 Feb, 2025 02:18:23 PM	0:02:40		Internal
595162212124			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Feb, 2025 03:00:14 PM	28 Feb, 2025 02:12:25 PM	24 Feb, 2025 02:18:23 PM	0:02:40		Internal
595162212124			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Feb, 2025 03:00:14 PM	28 Feb, 2025 02:12:25 PM	24 Feb, 2025 02:18:23 PM	0:02:40		Internal
595162212124			CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Feb, 2025 03:00:14 PM	28 Feb, 2025 02:12:25 PM	24 Feb, 2025 02:18:23 PM	0:02:40		Internal
595162212124			CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Feb, 2025 03:00:14 PM	28 Feb, 2025 02:12:25 PM	24 Feb, 2025 02:18:23 PM	0:02:40		Internal
595162212124			CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Feb, 2025 03:00:14 PM	28 Feb, 2025 02:12:25 PM	24 Feb, 2025 02:18:23 PM	0:02:40		Internal
595162212124			CTE_Bus_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		24 Feb, 2025 03:00:14 PM	28 Feb, 2025 02:12:25 PM	24 Feb, 2025 02:18:23 PM	0:02:40		Internal
595162212124			CTE_Bus_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Feb, 2025 03:00:14 PM	28 Feb, 2025 02:12:25 PM	24 Feb, 2025 02:18:23 PM	0:02:40		Internal
595162212124			CTE_Bus_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Feb, 2025 03:00:14 PM	28 Feb, 2025 02:12:25 PM	24 Feb, 2025 02:18:23 PM	0:02:40		Internal
595162212124			CTE_Bus_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Feb, 2025 03:00:14 PM	28 Feb, 2025 02:12:25 PM	24 Feb, 2025 02:18:23 PM	0:02:40		Internal
595161118517			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Feb, 2025 02:13:15 PM	28 Feb, 2025 02:17:38 PM	14 Feb, 2025 08:01:15 PM	0:03:14		Internal
595161118517			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Feb, 2025 02:13:15 PM	28 Feb, 2025 02:17:38 PM	14 Feb, 2025 08:01:15 PM	0:03:14		Internal
595161118517			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Feb, 2025 02:13:15 PM	28 Feb, 2025 02:17:38 PM	14 Feb, 2025 08:01:15 PM	0:03:14		Internal
595161118517			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Feb, 2025 02:13:15 PM	28 Feb, 2025 02:17:38 PM	14 Feb, 2025 08:01:15 PM	0:03:14		Internal
595161118517			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Feb, 2025 02:13:15 PM	28 Feb, 2025 02:17:38 PM	14 Feb, 2025 08:01:15 PM	0:03:14		Internal
595161118517			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Feb, 2025 02:13:15 PM	28 Feb, 2025 02:17:38 PM	14 Feb, 2025 08:01:15 PM	0:03:14		Internal
595161118517			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Feb, 2025 02:13:15 PM	28 Feb, 2025 02:17:38 PM	14 Feb, 2025 08:01:15 PM	0:03:14		Internal
595161118517			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Feb, 2025 02:13:15 PM	28 Feb, 2025 02:17:38 PM	14 Feb, 2025 08:01:15 PM	0:03:14		Internal
595161118517			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Feb, 2025 02:13:15 PM	28 Feb, 2025 02:17:38 PM	14 Feb, 2025 08:01:15 PM	0:03:14		Internal
595161118517			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Feb, 2025 02:13:15 PM	28 Feb, 2025 02:17:38 PM	14 Feb, 2025 08:01:15 PM	0:03:14		Internal
595161118517			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Feb, 2025 02:13:15 PM	28 Feb, 2025 02:17:38 PM	14 Feb, 2025 08:01:15 PM	0:03:14		Internal
595161118517			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Feb, 2025 02:13:15 PM	28 Feb, 2025 02:17:38 PM	14 Feb, 2025 08:01:15 PM	0:03:14		Internal
595161118517			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Feb, 2025 02:13:15 PM	28 Feb, 2025 02:17:38 PM	14 Feb, 2025 08:01:15 PM	0:03:14		Internal
595161118517			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Feb, 2025 02:13:15 PM	28 Feb, 2025 02:17:38 PM	14 Feb, 2025 08:01:15 PM	0:03:14		Internal
595161118517			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Feb, 2025 02:13:15 PM	28 Feb, 2025 02:17:38 PM	14 Feb, 2025 08:01:15 PM	0:03:14		Internal
595161118517			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Feb, 2025 02:13:15 PM	28 Feb, 2025 02:17:38 PM	14 Feb, 2025 08:01:15 PM	0:03:14		Internal
595161118517			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Feb, 2025 02:13:15 PM	28 Feb, 2025 02:17:38 PM	14 Feb, 2025 08:01:15 PM	0:03:14		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595161118517	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	[redacted]	28 Feb, 2025 02:13:15 PM	28 Feb, 2025 02:17:38 PM	14 Feb, 2025 08:01:15 PM	0:03:14		Internal
595161118517			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Feb, 2025 02:13:15 PM	28 Feb, 2025 02:17:38 PM	14 Feb, 2025 08:01:15 PM	0:03:14		Internal
595161118517			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Feb, 2025 02:13:15 PM	28 Feb, 2025 02:17:38 PM	14 Feb, 2025 08:01:15 PM	0:03:14		Internal
595161118517			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Feb, 2025 02:13:15 PM	28 Feb, 2025 02:17:38 PM	14 Feb, 2025 08:01:15 PM	0:03:14		Internal
595161118517			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Feb, 2025 02:13:15 PM	28 Feb, 2025 02:17:38 PM	14 Feb, 2025 08:01:15 PM	0:03:14		Internal
595161118517			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		28 Feb, 2025 02:13:15 PM	28 Feb, 2025 02:17:38 PM	14 Feb, 2025 08:01:15 PM	0:03:14		Internal
595161118517			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Feb, 2025 02:13:15 PM	28 Feb, 2025 02:17:38 PM	14 Feb, 2025 08:01:15 PM	0:03:14		Internal
595161118517			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Feb, 2025 02:13:15 PM	28 Feb, 2025 02:17:38 PM	14 Feb, 2025 08:01:15 PM	0:03:14		Internal
595161118517			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Feb, 2025 02:13:15 PM	28 Feb, 2025 02:17:38 PM	14 Feb, 2025 08:01:15 PM	0:03:14		Internal
595162547812			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Feb, 2025 04:02:21 PM	28 Feb, 2025 02:26:52 PM	25 Feb, 2025 10:45:54 PM	0:03:56		Internal
595162547812			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Feb, 2025 04:02:21 PM	28 Feb, 2025 02:26:52 PM	25 Feb, 2025 10:45:54 PM	0:03:56		Internal
595162547812			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Feb, 2025 04:02:21 PM	28 Feb, 2025 02:26:52 PM	25 Feb, 2025 10:45:54 PM	0:03:56		Internal
595162547812			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Feb, 2025 04:02:21 PM	28 Feb, 2025 02:26:52 PM	25 Feb, 2025 10:45:54 PM	0:03:56		Internal
595162547812			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Feb, 2025 04:02:21 PM	28 Feb, 2025 02:26:52 PM	25 Feb, 2025 10:45:54 PM	0:03:56		Internal
595162547812			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Feb, 2025 04:02:21 PM	28 Feb, 2025 02:26:52 PM	25 Feb, 2025 10:45:54 PM	0:03:56		Internal
595162547812			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Feb, 2025 04:02:21 PM	28 Feb, 2025 02:26:52 PM	25 Feb, 2025 10:45:54 PM	0:03:56		Internal
595162547812			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Feb, 2025 04:02:21 PM	28 Feb, 2025 02:26:52 PM	25 Feb, 2025 10:45:54 PM	0:03:56		Internal
595162547812			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Feb, 2025 04:02:21 PM	28 Feb, 2025 02:26:52 PM	25 Feb, 2025 10:45:54 PM	0:03:56		Internal
595162547812			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Feb, 2025 04:02:21 PM	28 Feb, 2025 02:26:52 PM	25 Feb, 2025 10:45:54 PM	0:03:56		Internal
595162547812			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Feb, 2025 04:02:21 PM	28 Feb, 2025 02:26:52 PM	25 Feb, 2025 10:45:54 PM	0:03:56		Internal
595162547812			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Feb, 2025 04:02:21 PM	28 Feb, 2025 02:26:52 PM	25 Feb, 2025 10:45:54 PM	0:03:56		Internal
595162547812			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Feb, 2025 04:02:21 PM	28 Feb, 2025 02:26:52 PM	25 Feb, 2025 10:45:54 PM	0:03:56		Internal
595162547812			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Feb, 2025 04:02:21 PM	28 Feb, 2025 02:26:52 PM	25 Feb, 2025 10:45:54 PM	0:03:56		Internal
595162547812			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Feb, 2025 04:02:21 PM	28 Feb, 2025 02:26:52 PM	25 Feb, 2025 10:45:54 PM	0:03:56		Internal
595162547812			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Feb, 2025 04:02:21 PM	28 Feb, 2025 02:26:52 PM	25 Feb, 2025 10:45:54 PM	0:03:56		Internal
595162547812			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Feb, 2025 04:02:21 PM	28 Feb, 2025 02:26:52 PM	25 Feb, 2025 10:45:54 PM	0:03:56		Internal
595162547812			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Feb, 2025 04:02:21 PM	28 Feb, 2025 02:26:52 PM	25 Feb, 2025 10:45:54 PM	0:03:56		Internal
595162547812			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Feb, 2025 04:02:21 PM	28 Feb, 2025 02:26:52 PM	25 Feb, 2025 10:45:54 PM	0:03:56		Internal
595162547812			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Feb, 2025 04:02:21 PM	28 Feb, 2025 02:26:52 PM	25 Feb, 2025 10:45:54 PM	0:03:56		Internal
595162547812			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Feb, 2025 04:02:21 PM	28 Feb, 2025 02:26:52 PM	25 Feb, 2025 10:45:54 PM	0:03:56		Internal
595162547812			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Feb, 2025 04:02:21 PM	28 Feb, 2025 02:26:52 PM	25 Feb, 2025 10:45:54 PM	0:03:56		Internal
595162547812			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		27 Feb, 2025 04:02:21 PM	28 Feb, 2025 02:26:52 PM	25 Feb, 2025 10:45:54 PM	0:03:56		Internal
595162547812			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Feb, 2025 04:02:21 PM	28 Feb, 2025 02:26:52 PM	25 Feb, 2025 10:45:54 PM	0:03:56		Internal
595162547812			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Feb, 2025 04:02:21 PM	28 Feb, 2025 02:26:52 PM	25 Feb, 2025 10:45:54 PM	0:03:56		Internal
595162547812			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Feb, 2025 04:02:21 PM	28 Feb, 2025 02:26:52 PM	25 Feb, 2025 10:45:54 PM	0:03:56		Internal
595162221974			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Feb, 2025 12:31:39 PM	28 Feb, 2025 02:32:40 PM	24 Feb, 2025 02:55:29 PM	0:03:00		Internal
595162221974			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Feb, 2025 12:31:39 PM	28 Feb, 2025 02:32:40 PM	24 Feb, 2025 02:55:29 PM	0:03:00		Internal
595162221974			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Feb, 2025 12:31:39 PM	28 Feb, 2025 02:32:40 PM	24 Feb, 2025 02:55:29 PM	0:03:00		Internal
595162221974			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Feb, 2025 12:31:39 PM	28 Feb, 2025 02:32:40 PM	24 Feb, 2025 02:55:29 PM	0:03:00		Internal
595162221974			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Feb, 2025 12:31:39 PM	28 Feb, 2025 02:32:40 PM	24 Feb, 2025 02:55:29 PM	0:03:00		Internal
595162221974			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Feb, 2025 12:31:39 PM	28 Feb, 2025 02:32:40 PM	24 Feb, 2025 02:55:29 PM	0:03:00		Internal
595162221974			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Feb, 2025 12:31:39 PM	28 Feb, 2025 02:32:40 PM	24 Feb, 2025 02:55:29 PM	0:03:00		Internal
595162221974			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Feb, 2025 12:31:39 PM	28 Feb, 2025 02:32:40 PM	24 Feb, 2025 02:55:29 PM	0:03:00		Internal
595162221974			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Feb, 2025 12:31:39 PM	28 Feb, 2025 02:32:40 PM	24 Feb, 2025 02:55:29 PM	0:03:00		Internal
595162221974			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Feb, 2025 12:31:39 PM	28 Feb, 2025 02:32:40 PM	24 Feb, 2025 02:55:29 PM	0:03:00		Internal
595162221974			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Feb, 2025 12:31:39 PM	28 Feb, 2025 02:32:40 PM	24 Feb, 2025 02:55:29 PM	0:03:00		Internal
595162221974			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Feb, 2025 12:31:39 PM	28 Feb, 2025 02:32:40 PM	24 Feb, 2025 02:55:29 PM	0:03:00		Internal
595162221974			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Feb, 2025 12:31:39 PM	28 Feb, 2025 02:32:40 PM	24 Feb, 2025 02:55:29 PM	0:03:00		Internal
595162221974			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Feb, 2025 12:31:39 PM	28 Feb, 2025 02:32:40 PM	24 Feb, 2025 02:55:29 PM	0:03:00		Internal
595162221974			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Feb, 2025 12:31:39 PM	28 Feb, 2025 02:32:40 PM	24 Feb, 2025 02:55:29 PM	0:03:00		Internal
595162221974			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Feb, 2025 12:31:39 PM	28 Feb, 2025 02:32:40 PM	24 Feb, 2025 02:55:29 PM	0:03:00		Internal
595162221974			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Feb, 2025 12:31:39 PM	28 Feb, 2025 02:32:40 PM	24 Feb, 2025 02:55:29 PM	0:03:00		Internal
595162221974			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Feb, 2025 12:31:39 PM	28 Feb, 2025 02:32:40 PM	24 Feb, 2025 02:55:29 PM	0:03:00		Internal
595162221974			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Feb, 2025 12:31:39 PM	28 Feb, 2025 02:32:40 PM	24 Feb, 2025 02:55:29 PM	0:03:00		Internal
595162221974			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Feb, 2025 12:31:39 PM	28 Feb, 2025 02:32:40 PM	24 Feb, 2025 02:55:29 PM	0:03:00		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595162221974			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Feb, 2025 12:31:39 PM	28 Feb, 2025 02:32:40 PM	24 Feb, 2025 02:55:29 PM	0:03:00		Internal
595162221974			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Feb, 2025 12:31:39 PM	28 Feb, 2025 02:32:40 PM	24 Feb, 2025 02:55:29 PM	0:03:00		Internal
595162221974			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		25 Feb, 2025 12:31:39 PM	28 Feb, 2025 02:32:40 PM	24 Feb, 2025 02:55:29 PM	0:03:00		Internal
595162221974			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Feb, 2025 12:31:39 PM	28 Feb, 2025 02:32:40 PM	24 Feb, 2025 02:55:29 PM	0:03:00		Internal
595162221974			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Feb, 2025 12:31:39 PM	28 Feb, 2025 02:32:40 PM	24 Feb, 2025 02:55:29 PM	0:03:00		Internal
595162221974			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Feb, 2025 12:31:39 PM	28 Feb, 2025 02:32:40 PM	24 Feb, 2025 02:55:29 PM	0:03:00		Internal
595162212163			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Feb, 2025 03:00:23 PM	28 Feb, 2025 02:36:15 PM	24 Feb, 2025 02:08:32 PM	0:02:19		Internal
595162212163			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Feb, 2025 03:00:23 PM	28 Feb, 2025 02:36:15 PM	24 Feb, 2025 02:08:32 PM	0:02:19		Internal
595162212163			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Feb, 2025 03:00:23 PM	28 Feb, 2025 02:36:15 PM	24 Feb, 2025 02:08:32 PM	0:02:19		Internal
595162212163			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Feb, 2025 03:00:23 PM	28 Feb, 2025 02:36:15 PM	24 Feb, 2025 02:08:32 PM	0:02:19		Internal
595162212163			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Feb, 2025 03:00:23 PM	28 Feb, 2025 02:36:15 PM	24 Feb, 2025 02:08:32 PM	0:02:19		Internal
595162212163			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Feb, 2025 03:00:23 PM	28 Feb, 2025 02:36:15 PM	24 Feb, 2025 02:08:32 PM	0:02:19		Internal
595162212163			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Feb, 2025 03:00:23 PM	28 Feb, 2025 02:36:15 PM	24 Feb, 2025 02:08:32 PM	0:02:19		Internal
595162212163			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Feb, 2025 03:00:23 PM	28 Feb, 2025 02:36:15 PM	24 Feb, 2025 02:08:32 PM	0:02:19		Internal
595162212163			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Feb, 2025 03:00:23 PM	28 Feb, 2025 02:36:15 PM	24 Feb, 2025 02:08:32 PM	0:02:19		Internal
595162212163			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Feb, 2025 03:00:23 PM	28 Feb, 2025 02:36:15 PM	24 Feb, 2025 02:08:32 PM	0:02:19		Internal
595162212163			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Feb, 2025 03:00:23 PM	28 Feb, 2025 02:36:15 PM	24 Feb, 2025 02:08:32 PM	0:02:19		Internal
595162212163			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Feb, 2025 03:00:23 PM	28 Feb, 2025 02:36:15 PM	24 Feb, 2025 02:08:32 PM	0:02:19		Internal
595162212163			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Feb, 2025 03:00:23 PM	28 Feb, 2025 02:36:15 PM	24 Feb, 2025 02:08:32 PM	0:02:19		Internal
595162212163			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Feb, 2025 03:00:23 PM	28 Feb, 2025 02:36:15 PM	24 Feb, 2025 02:08:32 PM	0:02:19		Internal
595162212163			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Feb, 2025 03:00:23 PM	28 Feb, 2025 02:36:15 PM	24 Feb, 2025 02:08:32 PM	0:02:19		Internal
595162212163			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Feb, 2025 03:00:23 PM	28 Feb, 2025 02:36:15 PM	24 Feb, 2025 02:08:32 PM	0:02:19		Internal
595162212163			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Feb, 2025 03:00:23 PM	28 Feb, 2025 02:36:15 PM	24 Feb, 2025 02:08:32 PM	0:02:19		Internal
595162212163			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Feb, 2025 03:00:23 PM	28 Feb, 2025 02:36:15 PM	24 Feb, 2025 02:08:32 PM	0:02:19		Internal
595162212163			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Feb, 2025 03:00:23 PM	28 Feb, 2025 02:36:15 PM	24 Feb, 2025 02:08:32 PM	0:02:19		Internal
595162212163			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Feb, 2025 03:00:23 PM	28 Feb, 2025 02:36:15 PM	24 Feb, 2025 02:08:32 PM	0:02:19		Internal
595162212163			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Feb, 2025 03:00:23 PM	28 Feb, 2025 02:36:15 PM	24 Feb, 2025 02:08:32 PM	0:02:19		Internal
595162212163			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Feb, 2025 03:00:23 PM	28 Feb, 2025 02:36:15 PM	24 Feb, 2025 02:08:32 PM	0:02:19		Internal
595162212163			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		24 Feb, 2025 03:00:23 PM	28 Feb, 2025 02:36:15 PM	24 Feb, 2025 02:08:32 PM	0:02:19		Internal
595162212163			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Feb, 2025 03:00:23 PM	28 Feb, 2025 02:36:15 PM	24 Feb, 2025 02:08:32 PM	0:02:19		Internal
595162212163			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Feb, 2025 03:00:23 PM	28 Feb, 2025 02:36:15 PM	24 Feb, 2025 02:08:32 PM	0:02:19		Internal
595162212163			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Feb, 2025 03:00:23 PM	28 Feb, 2025 02:36:15 PM	24 Feb, 2025 02:08:32 PM	0:02:19		Internal
595161780521			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Feb, 2025 12:01:10 PM	28 Feb, 2025 02:39:39 PM	19 Feb, 2025 10:45:36 PM	0:02:59		Internal
595161780521			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Feb, 2025 12:01:10 PM	28 Feb, 2025 02:39:39 PM	19 Feb, 2025 10:45:36 PM	0:02:59		Internal
595161780521			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Feb, 2025 12:01:10 PM	28 Feb, 2025 02:39:39 PM	19 Feb, 2025 10:45:36 PM	0:02:59		Internal
595161780521			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Feb, 2025 12:01:10 PM	28 Feb, 2025 02:39:39 PM	19 Feb, 2025 10:45:36 PM	0:02:59		Internal
595161780521			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Feb, 2025 12:01:10 PM	28 Feb, 2025 02:39:39 PM	19 Feb, 2025 10:45:36 PM	0:02:59		Internal
595161780521			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		20 Feb, 2025 12:01:10 PM	28 Feb, 2025 02:39:39 PM	19 Feb, 2025 10:45:36 PM	0:02:59		Internal
595161780521			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 Feb, 2025 12:01:10 PM	28 Feb, 2025 02:39:39 PM	19 Feb, 2025 10:45:36 PM	0:02:59		Internal
595161780521			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 Feb, 2025 12:01:10 PM	28 Feb, 2025 02:39:39 PM	19 Feb, 2025 10:45:36 PM	0:02:59		Internal
595161780521			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 Feb, 2025 12:01:10 PM	28 Feb, 2025 02:39:39 PM	19 Feb, 2025 10:45:36 PM	0:02:59		Internal
595161780521			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		20 Feb, 2025 12:01:10 PM	28 Feb, 2025 02:39:39 PM	19 Feb, 2025 10:45:36 PM	0:02:59		Internal
595161780521			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		20 Feb, 2025 12:01:10 PM	28 Feb, 2025 02:39:39 PM	19 Feb, 2025 10:45:36 PM	0:02:59		Internal
595161780521			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Feb, 2025 12:01:10 PM	28 Feb, 2025 02:39:39 PM	19 Feb, 2025 10:45:36 PM	0:02:59		Internal
595161780521			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 Feb, 2025 12:01:10 PM	28 Feb, 2025 02:39:39 PM	19 Feb, 2025 10:45:36 PM	0:02:59		Internal
595161780521			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		20 Feb, 2025 12:01:10 PM	28 Feb, 2025 02:39:39 PM	19 Feb, 2025 10:45:36 PM	0:02:59		Internal
595161780521			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		20 Feb, 2025 12:01:10 PM	28 Feb, 2025 02:39:39 PM	19 Feb, 2025 10:45:36 PM	0:02:59		Internal
595161780521			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Feb, 2025 12:01:10 PM	28 Feb, 2025 02:39:39 PM	19 Feb, 2025 10:45:36 PM	0:02:59		Internal
595161780521			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 Feb, 2025 12:01:10 PM	28 Feb, 2025 02:39:39 PM	19 Feb, 2025 10:45:36 PM	0:02:59		Internal
595161780521			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		20 Feb, 2025 12:01:10 PM	28 Feb, 2025 02:39:39 PM	19 Feb, 2025 10:45:36 PM	0:02:59		Internal
595161780521			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		20 Feb, 2025 12:01:10 PM	28 Feb, 2025 02:39:39 PM	19 Feb, 2025 10:45:36 PM	0:02:59		Internal
595161780521			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Feb, 2025 12:01:10 PM	28 Feb, 2025 02:39:39 PM	19 Feb, 2025 10:45:36 PM	0:02:59		Internal
595161780521			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 Feb, 2025 12:01:10 PM	28 Feb, 2025 02:39:39 PM	19 Feb, 2025 10:45:36 PM	0:02:59		Internal
595161780521			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 Feb, 2025 12:01:10 PM	28 Feb, 2025 02:39:39 PM	19 Feb, 2025 10:45:36 PM	0:02:59		Internal
595161780521			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		20 Feb, 2025 12:01:10 PM	28 Feb, 2025 02:39:39 PM	19 Feb, 2025 10:45:36 PM	0:02:59		Internal
595161780521			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 Feb, 2025 12:01:10 PM	28 Feb, 2025 02:39:39 PM	19 Feb, 2025 10:45:36 PM	0:02:59		Internal
595161780521			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Feb, 2025 12:01:10 PM	28 Feb, 2025 02:39:39 PM	19 Feb, 2025 10:45:36 PM	0:02:59		Internal
595161780521			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Feb, 2025 12:01:10 PM	28 Feb, 2025 02:39:39 PM	19 Feb, 2025 10:45:36 PM	0:02:59		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595162315334	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	[redacted]	28 Feb, 2025 02:35:14 PM	28 Feb, 2025 02:42:20 PM	24 Feb, 2025 07:33:27 PM	0:02:31		Internal
595162315334			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Feb, 2025 02:35:14 PM	28 Feb, 2025 02:42:20 PM	24 Feb, 2025 07:33:27 PM	0:02:31		Internal
595162315334			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Feb, 2025 02:35:14 PM	28 Feb, 2025 02:42:20 PM	24 Feb, 2025 07:33:27 PM	0:02:31		Internal
595162315334			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Feb, 2025 02:35:14 PM	28 Feb, 2025 02:42:20 PM	24 Feb, 2025 07:33:27 PM	0:02:31		Internal
595162315334			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Feb, 2025 02:35:14 PM	28 Feb, 2025 02:42:20 PM	24 Feb, 2025 07:33:27 PM	0:02:31		Internal
595162315334			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Feb, 2025 02:35:14 PM	28 Feb, 2025 02:42:20 PM	24 Feb, 2025 07:33:27 PM	0:02:31		Internal
595162315334			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Feb, 2025 02:35:14 PM	28 Feb, 2025 02:42:20 PM	24 Feb, 2025 07:33:27 PM	0:02:31		Internal
595162315334			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Feb, 2025 02:35:14 PM	28 Feb, 2025 02:42:20 PM	24 Feb, 2025 07:33:27 PM	0:02:31		Internal
595162315334			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Feb, 2025 02:35:14 PM	28 Feb, 2025 02:42:20 PM	24 Feb, 2025 07:33:27 PM	0:02:31		Internal
595162315334			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Feb, 2025 02:35:14 PM	28 Feb, 2025 02:42:20 PM	24 Feb, 2025 07:33:27 PM	0:02:31		Internal
595162315334			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Feb, 2025 02:35:14 PM	28 Feb, 2025 02:42:20 PM	24 Feb, 2025 07:33:27 PM	0:02:31		Internal
595162315334			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Feb, 2025 02:35:14 PM	28 Feb, 2025 02:42:20 PM	24 Feb, 2025 07:33:27 PM	0:02:31		Internal
595162315334			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Feb, 2025 02:35:14 PM	28 Feb, 2025 02:42:20 PM	24 Feb, 2025 07:33:27 PM	0:02:31		Internal
595162315334			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Feb, 2025 02:35:14 PM	28 Feb, 2025 02:42:20 PM	24 Feb, 2025 07:33:27 PM	0:02:31		Internal
595162315334			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Feb, 2025 02:35:14 PM	28 Feb, 2025 02:42:20 PM	24 Feb, 2025 07:33:27 PM	0:02:31		Internal
595162315334			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Feb, 2025 02:35:14 PM	28 Feb, 2025 02:42:20 PM	24 Feb, 2025 07:33:27 PM	0:02:31		Internal
595162315334			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Feb, 2025 02:35:14 PM	28 Feb, 2025 02:42:20 PM	24 Feb, 2025 07:33:27 PM	0:02:31		Internal
595162315334			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Feb, 2025 02:35:14 PM	28 Feb, 2025 02:42:20 PM	24 Feb, 2025 07:33:27 PM	0:02:31		Internal
595162315334			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Feb, 2025 02:35:14 PM	28 Feb, 2025 02:42:20 PM	24 Feb, 2025 07:33:27 PM	0:02:31		Internal
595162315334			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Feb, 2025 02:35:14 PM	28 Feb, 2025 02:42:20 PM	24 Feb, 2025 07:33:27 PM	0:02:31		Internal
595162315334			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Feb, 2025 02:35:14 PM	28 Feb, 2025 02:42:20 PM	24 Feb, 2025 07:33:27 PM	0:02:31		Internal
595162315334			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Feb, 2025 02:35:14 PM	28 Feb, 2025 02:42:20 PM	24 Feb, 2025 07:33:27 PM	0:02:31		Internal
595162315334			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		28 Feb, 2025 02:35:14 PM	28 Feb, 2025 02:42:20 PM	24 Feb, 2025 07:33:27 PM	0:02:31		Internal
595162315334			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Feb, 2025 02:35:14 PM	28 Feb, 2025 02:42:20 PM	24 Feb, 2025 07:33:27 PM	0:02:31		Internal
595162315334			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Feb, 2025 02:35:14 PM	28 Feb, 2025 02:42:20 PM	24 Feb, 2025 07:33:27 PM	0:02:31		Internal
595162315334			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Feb, 2025 02:35:14 PM	28 Feb, 2025 02:42:20 PM	24 Feb, 2025 07:33:27 PM	0:02:31		Internal
596114934764			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Feb, 2025 02:57:55 PM	28 Feb, 2025 03:00:24 PM	28 Feb, 2025 02:31:08 PM	0:02:07		Internal
596114934764			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Feb, 2025 02:57:55 PM	28 Feb, 2025 03:00:24 PM	28 Feb, 2025 02:31:08 PM	0:02:07		Internal
596114934764			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Feb, 2025 02:57:55 PM	28 Feb, 2025 03:00:24 PM	28 Feb, 2025 02:31:08 PM	0:02:07		Internal
596114934764			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Feb, 2025 02:57:55 PM	28 Feb, 2025 03:00:24 PM	28 Feb, 2025 02:31:08 PM	0:02:07		Internal
596114934764			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Feb, 2025 02:57:55 PM	28 Feb, 2025 03:00:24 PM	28 Feb, 2025 02:31:08 PM	0:02:07		Internal
596114934764			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Feb, 2025 02:57:55 PM	28 Feb, 2025 03:00:24 PM	28 Feb, 2025 02:31:08 PM	0:02:07		Internal
596114934764			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Feb, 2025 02:57:55 PM	28 Feb, 2025 03:00:24 PM	28 Feb, 2025 02:31:08 PM	0:02:07		Internal
596114934764			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Feb, 2025 02:57:55 PM	28 Feb, 2025 03:00:24 PM	28 Feb, 2025 02:31:08 PM	0:02:07		Internal
596114934764			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Feb, 2025 02:57:55 PM	28 Feb, 2025 03:00:24 PM	28 Feb, 2025 02:31:08 PM	0:02:07		Internal
596114934764			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Feb, 2025 02:57:55 PM	28 Feb, 2025 03:00:24 PM	28 Feb, 2025 02:31:08 PM	0:02:07		Internal
596114934764			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Feb, 2025 02:57:55 PM	28 Feb, 2025 03:00:24 PM	28 Feb, 2025 02:31:08 PM	0:02:07		Internal
596114934764			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Feb, 2025 02:57:55 PM	28 Feb, 2025 03:00:24 PM	28 Feb, 2025 02:31:08 PM	0:02:07		Internal
596114934764			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Feb, 2025 02:57:55 PM	28 Feb, 2025 03:00:24 PM	28 Feb, 2025 02:31:08 PM	0:02:07		Internal
596114934764			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Feb, 2025 02:57:55 PM	28 Feb, 2025 03:00:24 PM	28 Feb, 2025 02:31:08 PM	0:02:07		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596114934764	[redacted]		CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	28 Feb, 2025 02:57:55 PM	28 Feb, 2025 03:00:24 PM	28 Feb, 2025 02:31:08 PM	0:02:07		Internal
596114934764			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Feb, 2025 02:57:55 PM	28 Feb, 2025 03:00:24 PM	28 Feb, 2025 02:31:08 PM	0:02:07		Internal
596114934764			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Feb, 2025 02:57:55 PM	28 Feb, 2025 03:00:24 PM	28 Feb, 2025 02:31:08 PM	0:02:07		Internal
596114934764			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Feb, 2025 02:57:55 PM	28 Feb, 2025 03:00:24 PM	28 Feb, 2025 02:31:08 PM	0:02:07		Internal
596114934764			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Feb, 2025 02:57:55 PM	28 Feb, 2025 03:00:24 PM	28 Feb, 2025 02:31:08 PM	0:02:07		Internal
596114934764			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Feb, 2025 02:57:55 PM	28 Feb, 2025 03:00:24 PM	28 Feb, 2025 02:31:08 PM	0:02:07		Internal
596114934764			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Feb, 2025 02:57:55 PM	28 Feb, 2025 03:00:24 PM	28 Feb, 2025 02:31:08 PM	0:02:07		Internal
596114934764			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Feb, 2025 02:57:55 PM	28 Feb, 2025 03:00:24 PM	28 Feb, 2025 02:31:08 PM	0:02:07		Internal
596114934764			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		28 Feb, 2025 02:57:55 PM	28 Feb, 2025 03:00:24 PM	28 Feb, 2025 02:31:08 PM	0:02:07		Internal
596114934764			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Feb, 2025 02:57:55 PM	28 Feb, 2025 03:00:24 PM	28 Feb, 2025 02:31:08 PM	0:02:07		Internal
596114934764			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Feb, 2025 02:57:55 PM	28 Feb, 2025 03:00:24 PM	28 Feb, 2025 02:31:08 PM	0:02:07		Internal
596114934764			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Feb, 2025 02:57:55 PM	28 Feb, 2025 03:00:24 PM	28 Feb, 2025 02:31:08 PM	0:02:07		Internal
595161608781			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Feb, 2025 04:31:11 PM	28 Feb, 2025 03:08:48 PM	19 Feb, 2025 12:21:14 AM	0:06:41		Internal
595161608781			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Feb, 2025 04:31:11 PM	28 Feb, 2025 03:08:48 PM	19 Feb, 2025 12:21:14 AM	0:06:41		Internal
595161608781			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Feb, 2025 04:31:11 PM	28 Feb, 2025 03:08:48 PM	19 Feb, 2025 12:21:14 AM	0:06:41		Internal
595161608781			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Feb, 2025 04:31:11 PM	28 Feb, 2025 03:08:48 PM	19 Feb, 2025 12:21:14 AM	0:06:41		Internal
595161608781			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Feb, 2025 04:31:11 PM	28 Feb, 2025 03:08:48 PM	19 Feb, 2025 12:21:14 AM	0:06:41		Internal
595161608781			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Feb, 2025 04:31:11 PM	28 Feb, 2025 03:08:48 PM	19 Feb, 2025 12:21:14 AM	0:06:41		Internal
595161608781			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Feb, 2025 04:31:11 PM	28 Feb, 2025 03:08:48 PM	19 Feb, 2025 12:21:14 AM	0:06:41		Internal
595161608781			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Feb, 2025 04:31:11 PM	28 Feb, 2025 03:08:48 PM	19 Feb, 2025 12:21:14 AM	0:06:41		Internal
595161608781			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Feb, 2025 04:31:11 PM	28 Feb, 2025 03:08:48 PM	19 Feb, 2025 12:21:14 AM	0:06:41		Internal
595161608781			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Feb, 2025 04:31:11 PM	28 Feb, 2025 03:08:48 PM	19 Feb, 2025 12:21:14 AM	0:06:41		Internal
595161608781			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Feb, 2025 04:31:11 PM	28 Feb, 2025 03:08:48 PM	19 Feb, 2025 12:21:14 AM	0:06:41		Internal
595161608781			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Feb, 2025 04:31:11 PM	28 Feb, 2025 03:08:48 PM	19 Feb, 2025 12:21:14 AM	0:06:41		Internal
595161608781			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Feb, 2025 04:31:11 PM	28 Feb, 2025 03:08:48 PM	19 Feb, 2025 12:21:14 AM	0:06:41		Internal
595161608781			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Feb, 2025 04:31:11 PM	28 Feb, 2025 03:08:48 PM	19 Feb, 2025 12:21:14 AM	0:06:41		Internal
595161608781			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Feb, 2025 04:31:11 PM	28 Feb, 2025 03:08:48 PM	19 Feb, 2025 12:21:14 AM	0:06:41		Internal
595161608781			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Feb, 2025 04:31:11 PM	28 Feb, 2025 03:08:48 PM	19 Feb, 2025 12:21:14 AM	0:06:41		Internal
595161608781			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Feb, 2025 04:31:11 PM	28 Feb, 2025 03:08:48 PM	19 Feb, 2025 12:21:14 AM	0:06:41		Internal
595161608781			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Feb, 2025 04:31:11 PM	28 Feb, 2025 03:08:48 PM	19 Feb, 2025 12:21:14 AM	0:06:41		Internal
595161608781			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Feb, 2025 04:31:11 PM	28 Feb, 2025 03:08:48 PM	19 Feb, 2025 12:21:14 AM	0:06:41		Internal
595161608781			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Feb, 2025 04:31:11 PM	28 Feb, 2025 03:08:48 PM	19 Feb, 2025 12:21:14 AM	0:06:41		Internal
595161608781			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Feb, 2025 04:31:11 PM	28 Feb, 2025 03:08:48 PM	19 Feb, 2025 12:21:14 AM	0:06:41		Internal
595161608781			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Feb, 2025 04:31:11 PM	28 Feb, 2025 03:08:48 PM	19 Feb, 2025 12:21:14 AM	0:06:41		Internal
595161608781			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		19 Feb, 2025 04:31:11 PM	28 Feb, 2025 03:08:48 PM	19 Feb, 2025 12:21:14 AM	0:06:41		Internal
595161608781			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Feb, 2025 04:31:11 PM	28 Feb, 2025 03:08:48 PM	19 Feb, 2025 12:21:14 AM	0:06:41		Internal
595161608781			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Feb, 2025 04:31:11 PM	28 Feb, 2025 03:08:48 PM	19 Feb, 2025 12:21:14 AM	0:06:41		Internal
595161608781			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Feb, 2025 04:31:11 PM	28 Feb, 2025 03:08:48 PM	19 Feb, 2025 12:21:14 AM	0:06:41		Internal
595161126251			CTE_Bus_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Feb, 2025 03:12:59 PM	28 Feb, 2025 03:17:23 PM	14 Feb, 2025 08:25:52 PM	0:03:25		Internal
595161126251			CTE_Bus_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Feb, 2025 03:12:59 PM	28 Feb, 2025 03:17:23 PM	14 Feb, 2025 08:25:52 PM	0:03:25		Internal
595161126251			CTE_Bus_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Feb, 2025 03:12:59 PM	28 Feb, 2025 03:17:23 PM	14 Feb, 2025 08:25:52 PM	0:03:25		Internal
595161126251			CTE_Bus_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Feb, 2025 03:12:59 PM	28 Feb, 2025 03:17:23 PM	14 Feb, 2025 08:25:52 PM	0:03:25		Internal
595161126251			CTE_Bus_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Feb, 2025 03:12:59 PM	28 Feb, 2025 03:17:23 PM	14 Feb, 2025 08:25:52 PM	0:03:25		Internal
595161126251			CTE_Bus_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Feb, 2025 03:12:59 PM	28 Feb, 2025 03:17:23 PM	14 Feb, 2025 08:25:52 PM	0:03:25		Internal
595161126251			CTE_Bus_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Feb, 2025 03:12:59 PM	28 Feb, 2025 03:17:23 PM	14 Feb, 2025 08:25:52 PM	0:03:25		Internal
595161126251			CTE_Bus_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Feb, 2025 03:12:59 PM	28 Feb, 2025 03:17:23 PM	14 Feb, 2025 08:25:52 PM	0:03:25		Internal
595161126251			CTE_Bus_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Feb, 2025 03:12:59 PM	28 Feb, 2025 03:17:23 PM	14 Feb, 2025 08:25:52 PM	0:03:25		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595161126251	[redacted]	[redacted]	CTE_Bus_Payment	[redacted]	Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	[redacted]	28 Feb, 2025 03:12:59 PM	28 Feb, 2025 03:17:23 PM	14 Feb, 2025 08:25:52 PM	0:03:25		Internal
595161126251			CTE_Bus_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Feb, 2025 03:12:59 PM	28 Feb, 2025 03:17:23 PM	14 Feb, 2025 08:25:52 PM	0:03:25		Internal
595161126251			CTE_Bus_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Feb, 2025 03:12:59 PM	28 Feb, 2025 03:17:23 PM	14 Feb, 2025 08:25:52 PM	0:03:25		Internal
595161126251			CTE_Bus_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Feb, 2025 03:12:59 PM	28 Feb, 2025 03:17:23 PM	14 Feb, 2025 08:25:52 PM	0:03:25		Internal
595161126251			CTE_Bus_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Feb, 2025 03:12:59 PM	28 Feb, 2025 03:17:23 PM	14 Feb, 2025 08:25:52 PM	0:03:25		Internal
595161126251			CTE_Bus_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Feb, 2025 03:12:59 PM	28 Feb, 2025 03:17:23 PM	14 Feb, 2025 08:25:52 PM	0:03:25		Internal
595161126251			CTE_Bus_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Feb, 2025 03:12:59 PM	28 Feb, 2025 03:17:23 PM	14 Feb, 2025 08:25:52 PM	0:03:25		Internal
595161126251			CTE_Bus_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Feb, 2025 03:12:59 PM	28 Feb, 2025 03:17:23 PM	14 Feb, 2025 08:25:52 PM	0:03:25		Internal
595161126251			CTE_Bus_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Feb, 2025 03:12:59 PM	28 Feb, 2025 03:17:23 PM	14 Feb, 2025 08:25:52 PM	0:03:25		Internal
595161126251			CTE_Bus_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Feb, 2025 03:12:59 PM	28 Feb, 2025 03:17:23 PM	14 Feb, 2025 08:25:52 PM	0:03:25		Internal
595161126251			CTE_Bus_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Feb, 2025 03:12:59 PM	28 Feb, 2025 03:17:23 PM	14 Feb, 2025 08:25:52 PM	0:03:25		Internal
595161126251			CTE_Bus_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Feb, 2025 03:12:59 PM	28 Feb, 2025 03:17:23 PM	14 Feb, 2025 08:25:52 PM	0:03:25		Internal
595161126251			CTE_Bus_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Feb, 2025 03:12:59 PM	28 Feb, 2025 03:17:23 PM	14 Feb, 2025 08:25:52 PM	0:03:25		Internal
595161126251			CTE_Bus_Payment		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		28 Feb, 2025 03:12:59 PM	28 Feb, 2025 03:17:23 PM	14 Feb, 2025 08:25:52 PM	0:03:25		Internal
595161126251			CTE_Bus_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Feb, 2025 03:12:59 PM	28 Feb, 2025 03:17:23 PM	14 Feb, 2025 08:25:52 PM	0:03:25		Internal
595161126251			CTE_Bus_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Feb, 2025 03:12:59 PM	28 Feb, 2025 03:17:23 PM	14 Feb, 2025 08:25:52 PM	0:03:25		Internal
595161126251			CTE_Bus_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Feb, 2025 03:12:59 PM	28 Feb, 2025 03:17:23 PM	14 Feb, 2025 08:25:52 PM	0:03:25		Internal
595161207937			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Feb, 2025 03:00:27 PM	28 Feb, 2025 03:17:58 PM	16 Feb, 2025 02:23:08 PM	0:02:37		Internal
595161207937			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Feb, 2025 03:00:27 PM	28 Feb, 2025 03:17:58 PM	16 Feb, 2025 02:23:08 PM	0:02:37		Internal
595161207937			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Feb, 2025 03:00:27 PM	28 Feb, 2025 03:17:58 PM	16 Feb, 2025 02:23:08 PM	0:02:37		Internal
595161207937			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Feb, 2025 03:00:27 PM	28 Feb, 2025 03:17:58 PM	16 Feb, 2025 02:23:08 PM	0:02:37		Internal
595161207937			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Feb, 2025 03:00:27 PM	28 Feb, 2025 03:17:58 PM	16 Feb, 2025 02:23:08 PM	0:02:37		Internal
595161207937			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Feb, 2025 03:00:27 PM	28 Feb, 2025 03:17:58 PM	16 Feb, 2025 02:23:08 PM	0:02:37		Internal
595161207937			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Feb, 2025 03:00:27 PM	28 Feb, 2025 03:17:58 PM	16 Feb, 2025 02:23:08 PM	0:02:37		Internal
595161207937			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Feb, 2025 03:00:27 PM	28 Feb, 2025 03:17:58 PM	16 Feb, 2025 02:23:08 PM	0:02:37		Internal
595161207937			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Feb, 2025 03:00:27 PM	28 Feb, 2025 03:17:58 PM	16 Feb, 2025 02:23:08 PM	0:02:37		Internal
595161207937			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Feb, 2025 03:00:27 PM	28 Feb, 2025 03:17:58 PM	16 Feb, 2025 02:23:08 PM	0:02:37		Internal
595161207937			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Feb, 2025 03:00:27 PM	28 Feb, 2025 03:17:58 PM	16 Feb, 2025 02:23:08 PM	0:02:37		Internal
595161207937			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Feb, 2025 03:00:27 PM	28 Feb, 2025 03:17:58 PM	16 Feb, 2025 02:23:08 PM	0:02:37		Internal
595161207937			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Feb, 2025 03:00:27 PM	28 Feb, 2025 03:17:58 PM	16 Feb, 2025 02:23:08 PM	0:02:37		Internal
595161207937			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Feb, 2025 03:00:27 PM	28 Feb, 2025 03:17:58 PM	16 Feb, 2025 02:23:08 PM	0:02:37		Internal
595161207937			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Feb, 2025 03:00:27 PM	28 Feb, 2025 03:17:58 PM	16 Feb, 2025 02:23:08 PM	0:02:37		Internal
595161207937			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Feb, 2025 03:00:27 PM	28 Feb, 2025 03:17:58 PM	16 Feb, 2025 02:23:08 PM	0:02:37		Internal
595161207937			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Feb, 2025 03:00:27 PM	28 Feb, 2025 03:17:58 PM	16 Feb, 2025 02:23:08 PM	0:02:37		Internal
595161207937			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Feb, 2025 03:00:27 PM	28 Feb, 2025 03:17:58 PM	16 Feb, 2025 02:23:08 PM	0:02:37		Internal
595161207937			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Feb, 2025 03:00:27 PM	28 Feb, 2025 03:17:58 PM	16 Feb, 2025 02:23:08 PM	0:02:37		Internal
595161207937			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Feb, 2025 03:00:27 PM	28 Feb, 2025 03:17:58 PM	16 Feb, 2025 02:23:08 PM	0:02:37		Internal
595161207937			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Feb, 2025 03:00:27 PM	28 Feb, 2025 03:17:58 PM	16 Feb, 2025 02:23:08 PM	0:02:37		Internal
595161207937			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Feb, 2025 03:00:27 PM	28 Feb, 2025 03:17:58 PM	16 Feb, 2025 02:23:08 PM	0:02:37		Internal
595161207937			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		16 Feb, 2025 03:00:27 PM	28 Feb, 2025 03:17:58 PM	16 Feb, 2025 02:23:08 PM	0:02:37		Internal
595161207937			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Feb, 2025 03:00:27 PM	28 Feb, 2025 03:17:58 PM	16 Feb, 2025 02:23:08 PM	0:02:37		Internal
595161207937			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Feb, 2025 03:00:27 PM	28 Feb, 2025 03:17:58 PM	16 Feb, 2025 02:23:08 PM	0:02:37		Internal
595161207937			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Feb, 2025 03:00:27 PM	28 Feb, 2025 03:17:58 PM	16 Feb, 2025 02:23:08 PM	0:02:37		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595161347111	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	[redacted]	17 Feb, 2025 11:01:02 PM	28 Feb, 2025 03:25:33 PM	17 Feb, 2025 06:24:51 PM	0:07:34		Internal
595161347111			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Feb, 2025 11:01:02 PM	28 Feb, 2025 03:25:33 PM	17 Feb, 2025 06:24:51 PM	0:07:34		Internal
595161347111			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Feb, 2025 11:01:02 PM	28 Feb, 2025 03:25:33 PM	17 Feb, 2025 06:24:51 PM	0:07:34		Internal
595161347111			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Feb, 2025 11:01:02 PM	28 Feb, 2025 03:25:33 PM	17 Feb, 2025 06:24:51 PM	0:07:34		Internal
595161347111			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Feb, 2025 11:01:02 PM	28 Feb, 2025 03:25:33 PM	17 Feb, 2025 06:24:51 PM	0:07:34		Internal
595161347111			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Feb, 2025 11:01:02 PM	28 Feb, 2025 03:25:33 PM	17 Feb, 2025 06:24:51 PM	0:07:34		Internal
595161347111			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Feb, 2025 11:01:02 PM	28 Feb, 2025 03:25:33 PM	17 Feb, 2025 06:24:51 PM	0:07:34		Internal
595161347111			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Feb, 2025 11:01:02 PM	28 Feb, 2025 03:25:33 PM	17 Feb, 2025 06:24:51 PM	0:07:34		Internal
595161347111			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Feb, 2025 11:01:02 PM	28 Feb, 2025 03:25:33 PM	17 Feb, 2025 06:24:51 PM	0:07:34		Internal
595161347111			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Feb, 2025 11:01:02 PM	28 Feb, 2025 03:25:33 PM	17 Feb, 2025 06:24:51 PM	0:07:34		Internal
595161347111			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Feb, 2025 11:01:02 PM	28 Feb, 2025 03:25:33 PM	17 Feb, 2025 06:24:51 PM	0:07:34		Internal
595161347111			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Feb, 2025 11:01:02 PM	28 Feb, 2025 03:25:33 PM	17 Feb, 2025 06:24:51 PM	0:07:34		Internal
595161347111			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Feb, 2025 11:01:02 PM	28 Feb, 2025 03:25:33 PM	17 Feb, 2025 06:24:51 PM	0:07:34		Internal
595161347111			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Feb, 2025 11:01:02 PM	28 Feb, 2025 03:25:33 PM	17 Feb, 2025 06:24:51 PM	0:07:34		Internal
595161347111			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Feb, 2025 11:01:02 PM	28 Feb, 2025 03:25:33 PM	17 Feb, 2025 06:24:51 PM	0:07:34		Internal
595161347111			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Feb, 2025 11:01:02 PM	28 Feb, 2025 03:25:33 PM	17 Feb, 2025 06:24:51 PM	0:07:34		Internal
595161347111			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Feb, 2025 11:01:02 PM	28 Feb, 2025 03:25:33 PM	17 Feb, 2025 06:24:51 PM	0:07:34		Internal
595161347111			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Feb, 2025 11:01:02 PM	28 Feb, 2025 03:25:33 PM	17 Feb, 2025 06:24:51 PM	0:07:34		Internal
595161347111			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Feb, 2025 11:01:02 PM	28 Feb, 2025 03:25:33 PM	17 Feb, 2025 06:24:51 PM	0:07:34		Internal
595161347111			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Feb, 2025 11:01:02 PM	28 Feb, 2025 03:25:33 PM	17 Feb, 2025 06:24:51 PM	0:07:34		Internal
595161347111			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Feb, 2025 11:01:02 PM	28 Feb, 2025 03:25:33 PM	17 Feb, 2025 06:24:51 PM	0:07:34		Internal
595161347111			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Feb, 2025 11:01:02 PM	28 Feb, 2025 03:25:33 PM	17 Feb, 2025 06:24:51 PM	0:07:34		Internal
595161347111			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		17 Feb, 2025 11:01:02 PM	28 Feb, 2025 03:25:33 PM	17 Feb, 2025 06:24:51 PM	0:07:34		Internal
595161347111			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Feb, 2025 11:01:02 PM	28 Feb, 2025 03:25:33 PM	17 Feb, 2025 06:24:51 PM	0:07:34		Internal
595161347111			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Feb, 2025 11:01:02 PM	28 Feb, 2025 03:25:33 PM	17 Feb, 2025 06:24:51 PM	0:07:34		Internal
595161347111			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Feb, 2025 11:01:02 PM	28 Feb, 2025 03:25:33 PM	17 Feb, 2025 06:24:51 PM	0:07:34		Internal
595162157534			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Feb, 2025 03:37:29 PM	28 Feb, 2025 03:41:29 PM	22 Feb, 2025 07:26:51 PM	0:02:44		Internal
595162157534			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Feb, 2025 03:37:29 PM	28 Feb, 2025 03:41:29 PM	22 Feb, 2025 07:26:51 PM	0:02:44		Internal
595162157534			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Feb, 2025 03:37:29 PM	28 Feb, 2025 03:41:29 PM	22 Feb, 2025 07:26:51 PM	0:02:44		Internal
595162157534			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Feb, 2025 03:37:29 PM	28 Feb, 2025 03:41:29 PM	22 Feb, 2025 07:26:51 PM	0:02:44		Internal
595162157534			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Feb, 2025 03:37:29 PM	28 Feb, 2025 03:41:29 PM	22 Feb, 2025 07:26:51 PM	0:02:44		Internal
595162157534			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Feb, 2025 03:37:29 PM	28 Feb, 2025 03:41:29 PM	22 Feb, 2025 07:26:51 PM	0:02:44		Internal
595162157534			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Feb, 2025 03:37:29 PM	28 Feb, 2025 03:41:29 PM	22 Feb, 2025 07:26:51 PM	0:02:44		Internal
595162157534			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Feb, 2025 03:37:29 PM	28 Feb, 2025 03:41:29 PM	22 Feb, 2025 07:26:51 PM	0:02:44		Internal
595162157534			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Feb, 2025 03:37:29 PM	28 Feb, 2025 03:41:29 PM	22 Feb, 2025 07:26:51 PM	0:02:44		Internal
595162157534			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Feb, 2025 03:37:29 PM	28 Feb, 2025 03:41:29 PM	22 Feb, 2025 07:26:51 PM	0:02:44		Internal
595162157534			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Feb, 2025 03:37:29 PM	28 Feb, 2025 03:41:29 PM	22 Feb, 2025 07:26:51 PM	0:02:44		Internal
595162157534			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Feb, 2025 03:37:29 PM	28 Feb, 2025 03:41:29 PM	22 Feb, 2025 07:26:51 PM	0:02:44		Internal
595162157534			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Feb, 2025 03:37:29 PM	28 Feb, 2025 03:41:29 PM	22 Feb, 2025 07:26:51 PM	0:02:44		Internal
595162157534			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Feb, 2025 03:37:29 PM	28 Feb, 2025 03:41:29 PM	22 Feb, 2025 07:26:51 PM	0:02:44		Internal
595162157534			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Feb, 2025 03:37:29 PM	28 Feb, 2025 03:41:29 PM	22 Feb, 2025 07:26:51 PM	0:02:44		Internal
595162157534			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Feb, 2025 03:37:29 PM	28 Feb, 2025 03:41:29 PM	22 Feb, 2025 07:26:51 PM	0:02:44		Internal
595162157534			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Feb, 2025 03:37:29 PM	28 Feb, 2025 03:41:29 PM	22 Feb, 2025 07:26:51 PM	0:02:44		Internal
595162157534			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Feb, 2025 03:37:29 PM	28 Feb, 2025 03:41:29 PM	22 Feb, 2025 07:26:51 PM	0:02:44		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595162157534	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	28 Feb, 2025 03:37:29 PM	28 Feb, 2025 03:41:29 PM	22 Feb, 2025 07:26:51 PM	0:02:44		Internal
595162157534			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Feb, 2025 03:37:29 PM	28 Feb, 2025 03:41:29 PM	22 Feb, 2025 07:26:51 PM	0:02:44		Internal
595162157534			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Feb, 2025 03:37:29 PM	28 Feb, 2025 03:41:29 PM	22 Feb, 2025 07:26:51 PM	0:02:44		Internal
595162157534			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Feb, 2025 03:37:29 PM	28 Feb, 2025 03:41:29 PM	22 Feb, 2025 07:26:51 PM	0:02:44		Internal
595162157534			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		28 Feb, 2025 03:37:29 PM	28 Feb, 2025 03:41:29 PM	22 Feb, 2025 07:26:51 PM	0:02:44		Internal
595162157534			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Feb, 2025 03:37:29 PM	28 Feb, 2025 03:41:29 PM	22 Feb, 2025 07:26:51 PM	0:02:44		Internal
595162157534			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Feb, 2025 03:37:29 PM	28 Feb, 2025 03:41:29 PM	22 Feb, 2025 07:26:51 PM	0:02:44		Internal
595162157534			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Feb, 2025 03:37:29 PM	28 Feb, 2025 03:41:29 PM	22 Feb, 2025 07:26:51 PM	0:02:44		Internal
596114553936			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Feb, 2025 06:02:00 PM	28 Feb, 2025 03:54:14 PM	25 Feb, 2025 11:04:26 PM	0:07:13		Internal
596114553936			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Feb, 2025 06:02:00 PM	28 Feb, 2025 03:54:14 PM	25 Feb, 2025 11:04:26 PM	0:07:13		Internal
596114553936			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Feb, 2025 06:02:00 PM	28 Feb, 2025 03:54:14 PM	25 Feb, 2025 11:04:26 PM	0:07:13		Internal
596114553936			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Feb, 2025 06:02:00 PM	28 Feb, 2025 03:54:14 PM	25 Feb, 2025 11:04:26 PM	0:07:13		Internal
596114553936			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Feb, 2025 06:02:00 PM	28 Feb, 2025 03:54:14 PM	25 Feb, 2025 11:04:26 PM	0:07:13		Internal
596114553936			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Feb, 2025 06:02:00 PM	28 Feb, 2025 03:54:14 PM	25 Feb, 2025 11:04:26 PM	0:07:13		Internal
596114553936			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Feb, 2025 06:02:00 PM	28 Feb, 2025 03:54:14 PM	25 Feb, 2025 11:04:26 PM	0:07:13		Internal
596114553936			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Feb, 2025 06:02:00 PM	28 Feb, 2025 03:54:14 PM	25 Feb, 2025 11:04:26 PM	0:07:13		Internal
596114553936			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Feb, 2025 06:02:00 PM	28 Feb, 2025 03:54:14 PM	25 Feb, 2025 11:04:26 PM	0:07:13		Internal
596114553936			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Feb, 2025 06:02:00 PM	28 Feb, 2025 03:54:14 PM	25 Feb, 2025 11:04:26 PM	0:07:13		Internal
596114553936			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Feb, 2025 06:02:00 PM	28 Feb, 2025 03:54:14 PM	25 Feb, 2025 11:04:26 PM	0:07:13		Internal
596114553936			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Feb, 2025 06:02:00 PM	28 Feb, 2025 03:54:14 PM	25 Feb, 2025 11:04:26 PM	0:07:13		Internal
596114553936			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Feb, 2025 06:02:00 PM	28 Feb, 2025 03:54:14 PM	25 Feb, 2025 11:04:26 PM	0:07:13		Internal
596114553936			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Feb, 2025 06:02:00 PM	28 Feb, 2025 03:54:14 PM	25 Feb, 2025 11:04:26 PM	0:07:13		Internal
596114553936			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Feb, 2025 06:02:00 PM	28 Feb, 2025 03:54:14 PM	25 Feb, 2025 11:04:26 PM	0:07:13		Internal
596114553936			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Feb, 2025 06:02:00 PM	28 Feb, 2025 03:54:14 PM	25 Feb, 2025 11:04:26 PM	0:07:13		Internal
596114553936			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Feb, 2025 06:02:00 PM	28 Feb, 2025 03:54:14 PM	25 Feb, 2025 11:04:26 PM	0:07:13		Internal
596114553936			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Feb, 2025 06:02:00 PM	28 Feb, 2025 03:54:14 PM	25 Feb, 2025 11:04:26 PM	0:07:13		Internal
596114553936			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Feb, 2025 06:02:00 PM	28 Feb, 2025 03:54:14 PM	25 Feb, 2025 11:04:26 PM	0:07:13		Internal
596114553936			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Feb, 2025 06:02:00 PM	28 Feb, 2025 03:54:14 PM	25 Feb, 2025 11:04:26 PM	0:07:13		Internal
596114553936			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Feb, 2025 06:02:00 PM	28 Feb, 2025 03:54:14 PM	25 Feb, 2025 11:04:26 PM	0:07:13		Internal
596114553936			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Feb, 2025 06:02:00 PM	28 Feb, 2025 03:54:14 PM	25 Feb, 2025 11:04:26 PM	0:07:13		Internal
596114553936			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		26 Feb, 2025 06:02:00 PM	28 Feb, 2025 03:54:14 PM	25 Feb, 2025 11:04:26 PM	0:07:13		Internal
596114553936			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Feb, 2025 06:02:00 PM	28 Feb, 2025 03:54:14 PM	25 Feb, 2025 11:04:26 PM	0:07:13		Internal
596114553936			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Feb, 2025 06:02:00 PM	28 Feb, 2025 03:54:14 PM	25 Feb, 2025 11:04:26 PM	0:07:13		Internal
596114553936			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Feb, 2025 06:02:00 PM	28 Feb, 2025 03:54:14 PM	25 Feb, 2025 11:04:26 PM	0:07:13		Internal
595162286879			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Feb, 2025 04:31:38 PM	28 Feb, 2025 04:15:56 PM	24 Feb, 2025 06:43:49 PM	0:03:41		Internal
595162286879			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Feb, 2025 04:31:38 PM	28 Feb, 2025 04:15:56 PM	24 Feb, 2025 06:43:49 PM	0:03:41		Internal
595162286879			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Feb, 2025 04:31:38 PM	28 Feb, 2025 04:15:56 PM	24 Feb, 2025 06:43:49 PM	0:03:41		Internal
595162286879			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Feb, 2025 04:31:38 PM	28 Feb, 2025 04:15:56 PM	24 Feb, 2025 06:43:49 PM	0:03:41		Internal
595162286879			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Feb, 2025 04:31:38 PM	28 Feb, 2025 04:15:56 PM	24 Feb, 2025 06:43:49 PM	0:03:41		Internal
595162286879			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Feb, 2025 04:31:38 PM	28 Feb, 2025 04:15:56 PM	24 Feb, 2025 06:43:49 PM	0:03:41		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595162286879	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	25 Feb, 2025 04:31:38 PM	28 Feb, 2025 04:15:56 PM	24 Feb, 2025 06:43:49 PM	0:03:41		Internal
595162286879			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Feb, 2025 04:31:38 PM	28 Feb, 2025 04:15:56 PM	24 Feb, 2025 06:43:49 PM	0:03:41		Internal
595162286879			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Feb, 2025 04:31:38 PM	28 Feb, 2025 04:15:56 PM	24 Feb, 2025 06:43:49 PM	0:03:41		Internal
595162286879			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Feb, 2025 04:31:38 PM	28 Feb, 2025 04:15:56 PM	24 Feb, 2025 06:43:49 PM	0:03:41		Internal
595162286879			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Feb, 2025 04:31:38 PM	28 Feb, 2025 04:15:56 PM	24 Feb, 2025 06:43:49 PM	0:03:41		Internal
595162286879			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Feb, 2025 04:31:38 PM	28 Feb, 2025 04:15:56 PM	24 Feb, 2025 06:43:49 PM	0:03:41		Internal
595162286879			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Feb, 2025 04:31:38 PM	28 Feb, 2025 04:15:56 PM	24 Feb, 2025 06:43:49 PM	0:03:41		Internal
595162286879			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Feb, 2025 04:31:38 PM	28 Feb, 2025 04:15:56 PM	24 Feb, 2025 06:43:49 PM	0:03:41		Internal
595162286879			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Feb, 2025 04:31:38 PM	28 Feb, 2025 04:15:56 PM	24 Feb, 2025 06:43:49 PM	0:03:41		Internal
595162286879			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Feb, 2025 04:31:38 PM	28 Feb, 2025 04:15:56 PM	24 Feb, 2025 06:43:49 PM	0:03:41		Internal
595162286879			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Feb, 2025 04:31:38 PM	28 Feb, 2025 04:15:56 PM	24 Feb, 2025 06:43:49 PM	0:03:41		Internal
595162286879			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Feb, 2025 04:31:38 PM	28 Feb, 2025 04:15:56 PM	24 Feb, 2025 06:43:49 PM	0:03:41		Internal
595162286879			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Feb, 2025 04:31:38 PM	28 Feb, 2025 04:15:56 PM	24 Feb, 2025 06:43:49 PM	0:03:41		Internal
595162286879			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Feb, 2025 04:31:38 PM	28 Feb, 2025 04:15:56 PM	24 Feb, 2025 06:43:49 PM	0:03:41		Internal
595162286879			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Feb, 2025 04:31:38 PM	28 Feb, 2025 04:15:56 PM	24 Feb, 2025 06:43:49 PM	0:03:41		Internal
595162286879			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Feb, 2025 04:31:38 PM	28 Feb, 2025 04:15:56 PM	24 Feb, 2025 06:43:49 PM	0:03:41		Internal
595162286879			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		25 Feb, 2025 04:31:38 PM	28 Feb, 2025 04:15:56 PM	24 Feb, 2025 06:43:49 PM	0:03:41		Internal
595162286879			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Feb, 2025 04:31:38 PM	28 Feb, 2025 04:15:56 PM	24 Feb, 2025 06:43:49 PM	0:03:41		Internal
595162286879			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Feb, 2025 04:31:38 PM	28 Feb, 2025 04:15:56 PM	24 Feb, 2025 06:43:49 PM	0:03:41		Internal
595162286879			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Feb, 2025 04:31:38 PM	28 Feb, 2025 04:15:56 PM	24 Feb, 2025 06:43:49 PM	0:03:41		Internal
595161133607			CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Feb, 2025 04:00:16 PM	28 Feb, 2025 04:23:12 PM	14 Feb, 2025 09:02:49 PM	0:03:19		Internal
595161133607			CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Feb, 2025 04:00:16 PM	28 Feb, 2025 04:23:12 PM	14 Feb, 2025 09:02:49 PM	0:03:19		Internal
595161133607			CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Feb, 2025 04:00:16 PM	28 Feb, 2025 04:23:12 PM	14 Feb, 2025 09:02:49 PM	0:03:19		Internal
595161133607			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Feb, 2025 04:00:16 PM	28 Feb, 2025 04:23:12 PM	14 Feb, 2025 09:02:49 PM	0:03:19		Internal
595161133607			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Feb, 2025 04:00:16 PM	28 Feb, 2025 04:23:12 PM	14 Feb, 2025 09:02:49 PM	0:03:19		Internal
595161133607			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Feb, 2025 04:00:16 PM	28 Feb, 2025 04:23:12 PM	14 Feb, 2025 09:02:49 PM	0:03:19		Internal
595161133607			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Feb, 2025 04:00:16 PM	28 Feb, 2025 04:23:12 PM	14 Feb, 2025 09:02:49 PM	0:03:19		Internal
595161133607			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Feb, 2025 04:00:16 PM	28 Feb, 2025 04:23:12 PM	14 Feb, 2025 09:02:49 PM	0:03:19		Internal
595161133607			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Feb, 2025 04:00:16 PM	28 Feb, 2025 04:23:12 PM	14 Feb, 2025 09:02:49 PM	0:03:19		Internal
595161133607			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Feb, 2025 04:00:16 PM	28 Feb, 2025 04:23:12 PM	14 Feb, 2025 09:02:49 PM	0:03:19		Internal
595161133607			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Feb, 2025 04:00:16 PM	28 Feb, 2025 04:23:12 PM	14 Feb, 2025 09:02:49 PM	0:03:19		Internal
595161133607			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Feb, 2025 04:00:16 PM	28 Feb, 2025 04:23:12 PM	14 Feb, 2025 09:02:49 PM	0:03:19		Internal
595161133607			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Feb, 2025 04:00:16 PM	28 Feb, 2025 04:23:12 PM	14 Feb, 2025 09:02:49 PM	0:03:19		Internal
595161133607			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Feb, 2025 04:00:16 PM	28 Feb, 2025 04:23:12 PM	14 Feb, 2025 09:02:49 PM	0:03:19		Internal
595161133607			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Feb, 2025 04:00:16 PM	28 Feb, 2025 04:23:12 PM	14 Feb, 2025 09:02:49 PM	0:03:19		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595161133607	[redacted]	[redacted]	CTE_Bus_Billing	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	[redacted]	28 Feb, 2025 04:00:16 PM	28 Feb, 2025 04:23:12 PM	14 Feb, 2025 09:02:49 PM	0:03:19		Internal
595161133607			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Feb, 2025 04:00:16 PM	28 Feb, 2025 04:23:12 PM	14 Feb, 2025 09:02:49 PM	0:03:19		Internal
595161133607			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Feb, 2025 04:00:16 PM	28 Feb, 2025 04:23:12 PM	14 Feb, 2025 09:02:49 PM	0:03:19		Internal
595161133607			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Feb, 2025 04:00:16 PM	28 Feb, 2025 04:23:12 PM	14 Feb, 2025 09:02:49 PM	0:03:19		Internal
595161133607			CTE_Bus_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Feb, 2025 04:00:16 PM	28 Feb, 2025 04:23:12 PM	14 Feb, 2025 09:02:49 PM	0:03:19		Internal
595161133607			CTE_Bus_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Feb, 2025 04:00:16 PM	28 Feb, 2025 04:23:12 PM	14 Feb, 2025 09:02:49 PM	0:03:19		Internal
595161133607			CTE_Bus_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Feb, 2025 04:00:16 PM	28 Feb, 2025 04:23:12 PM	14 Feb, 2025 09:02:49 PM	0:03:19		Internal
595161133607			CTE_Bus_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		28 Feb, 2025 04:00:16 PM	28 Feb, 2025 04:23:12 PM	14 Feb, 2025 09:02:49 PM	0:03:19		Internal
595161133607			CTE_Bus_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Feb, 2025 04:00:16 PM	28 Feb, 2025 04:23:12 PM	14 Feb, 2025 09:02:49 PM	0:03:19		Internal
595161133607			CTE_Bus_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Feb, 2025 04:00:16 PM	28 Feb, 2025 04:23:12 PM	14 Feb, 2025 09:02:49 PM	0:03:19		Internal
595161133607			CTE_Bus_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Feb, 2025 04:00:16 PM	28 Feb, 2025 04:23:12 PM	14 Feb, 2025 09:02:49 PM	0:03:19		Internal
595162199181			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Feb, 2025 03:00:22 PM	28 Feb, 2025 04:54:56 PM	24 Feb, 2025 01:09:42 PM	0:03:07		Internal
595162199181			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Feb, 2025 03:00:22 PM	28 Feb, 2025 04:54:56 PM	24 Feb, 2025 01:09:42 PM	0:03:07		Internal
595162199181			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Feb, 2025 03:00:22 PM	28 Feb, 2025 04:54:56 PM	24 Feb, 2025 01:09:42 PM	0:03:07		Internal
595162199181			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Feb, 2025 03:00:22 PM	28 Feb, 2025 04:54:56 PM	24 Feb, 2025 01:09:42 PM	0:03:07		Internal
595162199181			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Feb, 2025 03:00:22 PM	28 Feb, 2025 04:54:56 PM	24 Feb, 2025 01:09:42 PM	0:03:07		Internal
595162199181			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Feb, 2025 03:00:22 PM	28 Feb, 2025 04:54:56 PM	24 Feb, 2025 01:09:42 PM	0:03:07		Internal
595162199181			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Feb, 2025 03:00:22 PM	28 Feb, 2025 04:54:56 PM	24 Feb, 2025 01:09:42 PM	0:03:07		Internal
595162199181			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Feb, 2025 03:00:22 PM	28 Feb, 2025 04:54:56 PM	24 Feb, 2025 01:09:42 PM	0:03:07		Internal
595162199181			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Feb, 2025 03:00:22 PM	28 Feb, 2025 04:54:56 PM	24 Feb, 2025 01:09:42 PM	0:03:07		Internal
595162199181			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Feb, 2025 03:00:22 PM	28 Feb, 2025 04:54:56 PM	24 Feb, 2025 01:09:42 PM	0:03:07		Internal
595162199181			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Feb, 2025 03:00:22 PM	28 Feb, 2025 04:54:56 PM	24 Feb, 2025 01:09:42 PM	0:03:07		Internal
595162199181			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Feb, 2025 03:00:22 PM	28 Feb, 2025 04:54:56 PM	24 Feb, 2025 01:09:42 PM	0:03:07		Internal
595162199181			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Feb, 2025 03:00:22 PM	28 Feb, 2025 04:54:56 PM	24 Feb, 2025 01:09:42 PM	0:03:07		Internal
595162199181			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Feb, 2025 03:00:22 PM	28 Feb, 2025 04:54:56 PM	24 Feb, 2025 01:09:42 PM	0:03:07		Internal
595162199181			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Feb, 2025 03:00:22 PM	28 Feb, 2025 04:54:56 PM	24 Feb, 2025 01:09:42 PM	0:03:07		Internal
595162199181			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Feb, 2025 03:00:22 PM	28 Feb, 2025 04:54:56 PM	24 Feb, 2025 01:09:42 PM	0:03:07		Internal
595162199181			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Feb, 2025 03:00:22 PM	28 Feb, 2025 04:54:56 PM	24 Feb, 2025 01:09:42 PM	0:03:07		Internal
595162199181			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Feb, 2025 03:00:22 PM	28 Feb, 2025 04:54:56 PM	24 Feb, 2025 01:09:42 PM	0:03:07		Internal
595162199181			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Feb, 2025 03:00:22 PM	28 Feb, 2025 04:54:56 PM	24 Feb, 2025 01:09:42 PM	0:03:07		Internal
595162199181			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Feb, 2025 03:00:22 PM	28 Feb, 2025 04:54:56 PM	24 Feb, 2025 01:09:42 PM	0:03:07		Internal
595162199181			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Feb, 2025 03:00:22 PM	28 Feb, 2025 04:54:56 PM	24 Feb, 2025 01:09:42 PM	0:03:07		Internal
595162199181			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Feb, 2025 03:00:22 PM	28 Feb, 2025 04:54:56 PM	24 Feb, 2025 01:09:42 PM	0:03:07		Internal
595162199181			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		24 Feb, 2025 03:00:22 PM	28 Feb, 2025 04:54:56 PM	24 Feb, 2025 01:09:42 PM	0:03:07		Internal
595162199181			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Feb, 2025 03:00:22 PM	28 Feb, 2025 04:54:56 PM	24 Feb, 2025 01:09:42 PM	0:03:07		Internal
595162199181			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Feb, 2025 03:00:22 PM	28 Feb, 2025 04:54:56 PM	24 Feb, 2025 01:09:42 PM	0:03:07		Internal
595162199181			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Feb, 2025 03:00:22 PM	28 Feb, 2025 04:54:56 PM	24 Feb, 2025 01:09:42 PM	0:03:07		Internal
595162279578			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Feb, 2025 04:49:29 PM	28 Feb, 2025 04:57:36 PM	24 Feb, 2025 05:40:01 PM	0:04:28		Internal
595162279578			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Feb, 2025 04:49:29 PM	28 Feb, 2025 04:57:36 PM	24 Feb, 2025 05:40:01 PM	0:04:28		Internal
595162279578			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Feb, 2025 04:49:29 PM	28 Feb, 2025 04:57:36 PM	24 Feb, 2025 05:40:01 PM	0:04:28		Internal
595162279578			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Feb, 2025 04:49:29 PM	28 Feb, 2025 04:57:36 PM	24 Feb, 2025 05:40:01 PM	0:04:28		Internal
595162279578			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Feb, 2025 04:49:29 PM	28 Feb, 2025 04:57:36 PM	24 Feb, 2025 05:40:01 PM	0:04:28		Internal
595162279578			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Feb, 2025 04:49:29 PM	28 Feb, 2025 04:57:36 PM	24 Feb, 2025 05:40:01 PM	0:04:28		Internal
595162279578			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Feb, 2025 04:49:29 PM	28 Feb, 2025 04:57:36 PM	24 Feb, 2025 05:40:01 PM	0:04:28		Internal
595162279578			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Feb, 2025 04:49:29 PM	28 Feb, 2025 04:57:36 PM	24 Feb, 2025 05:40:01 PM	0:04:28		Internal
595162279578			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Feb, 2025 04:49:29 PM	28 Feb, 2025 04:57:36 PM	24 Feb, 2025 05:40:01 PM	0:04:28		Internal
595162279578			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Feb, 2025 04:49:29 PM	28 Feb, 2025 04:57:36 PM	24 Feb, 2025 05:40:01 PM	0:04:28		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595162279578	[redacted]	[redacted]	CTE_Res_Billing_Span	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	28 Feb, 2025 04:49:29 PM	28 Feb, 2025 04:57:36 PM	24 Feb, 2025 05:40:01 PM	0:04:28		Internal
595162279578			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Feb, 2025 04:49:29 PM	28 Feb, 2025 04:57:36 PM	24 Feb, 2025 05:40:01 PM	0:04:28		Internal
595162279578			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Feb, 2025 04:49:29 PM	28 Feb, 2025 04:57:36 PM	24 Feb, 2025 05:40:01 PM	0:04:28		Internal
595162279578			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Feb, 2025 04:49:29 PM	28 Feb, 2025 04:57:36 PM	24 Feb, 2025 05:40:01 PM	0:04:28		Internal
595162279578			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Feb, 2025 04:49:29 PM	28 Feb, 2025 04:57:36 PM	24 Feb, 2025 05:40:01 PM	0:04:28		Internal
595162279578			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Feb, 2025 04:49:29 PM	28 Feb, 2025 04:57:36 PM	24 Feb, 2025 05:40:01 PM	0:04:28		Internal
595162279578			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Feb, 2025 04:49:29 PM	28 Feb, 2025 04:57:36 PM	24 Feb, 2025 05:40:01 PM	0:04:28		Internal
595162279578			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Feb, 2025 04:49:29 PM	28 Feb, 2025 04:57:36 PM	24 Feb, 2025 05:40:01 PM	0:04:28		Internal
595162279578			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Feb, 2025 04:49:29 PM	28 Feb, 2025 04:57:36 PM	24 Feb, 2025 05:40:01 PM	0:04:28		Internal
595162279578			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Feb, 2025 04:49:29 PM	28 Feb, 2025 04:57:36 PM	24 Feb, 2025 05:40:01 PM	0:04:28		Internal
595162279578			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Feb, 2025 04:49:29 PM	28 Feb, 2025 04:57:36 PM	24 Feb, 2025 05:40:01 PM	0:04:28		Internal
595162279578			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Feb, 2025 04:49:29 PM	28 Feb, 2025 04:57:36 PM	24 Feb, 2025 05:40:01 PM	0:04:28		Internal
595162279578			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		28 Feb, 2025 04:49:29 PM	28 Feb, 2025 04:57:36 PM	24 Feb, 2025 05:40:01 PM	0:04:28		Internal
595162279578			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Feb, 2025 04:49:29 PM	28 Feb, 2025 04:57:36 PM	24 Feb, 2025 05:40:01 PM	0:04:28		Internal
595162279578			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Feb, 2025 04:49:29 PM	28 Feb, 2025 04:57:36 PM	24 Feb, 2025 05:40:01 PM	0:04:28		Internal
595162279578			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Feb, 2025 04:49:29 PM	28 Feb, 2025 04:57:36 PM	24 Feb, 2025 05:40:01 PM	0:04:28		Internal
596114635211			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Feb, 2025 04:51:10 PM	28 Feb, 2025 05:03:43 PM	26 Feb, 2025 05:02:07 PM	0:02:39		Internal
596114635211			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Feb, 2025 04:51:10 PM	28 Feb, 2025 05:03:43 PM	26 Feb, 2025 05:02:07 PM	0:02:39		Internal
596114635211			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Feb, 2025 04:51:10 PM	28 Feb, 2025 05:03:43 PM	26 Feb, 2025 05:02:07 PM	0:02:39		Internal
596114635211			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Feb, 2025 04:51:10 PM	28 Feb, 2025 05:03:43 PM	26 Feb, 2025 05:02:07 PM	0:02:39		Internal
596114635211			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Feb, 2025 04:51:10 PM	28 Feb, 2025 05:03:43 PM	26 Feb, 2025 05:02:07 PM	0:02:39		Internal
596114635211			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Feb, 2025 04:51:10 PM	28 Feb, 2025 05:03:43 PM	26 Feb, 2025 05:02:07 PM	0:02:39		Internal
596114635211			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Feb, 2025 04:51:10 PM	28 Feb, 2025 05:03:43 PM	26 Feb, 2025 05:02:07 PM	0:02:39		Internal
596114635211			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Feb, 2025 04:51:10 PM	28 Feb, 2025 05:03:43 PM	26 Feb, 2025 05:02:07 PM	0:02:39		Internal
596114635211			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Feb, 2025 04:51:10 PM	28 Feb, 2025 05:03:43 PM	26 Feb, 2025 05:02:07 PM	0:02:39		Internal
596114635211			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Feb, 2025 04:51:10 PM	28 Feb, 2025 05:03:43 PM	26 Feb, 2025 05:02:07 PM	0:02:39		Internal
596114635211			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Feb, 2025 04:51:10 PM	28 Feb, 2025 05:03:43 PM	26 Feb, 2025 05:02:07 PM	0:02:39		Internal
596114635211			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Feb, 2025 04:51:10 PM	28 Feb, 2025 05:03:43 PM	26 Feb, 2025 05:02:07 PM	0:02:39		Internal
596114635211			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Feb, 2025 04:51:10 PM	28 Feb, 2025 05:03:43 PM	26 Feb, 2025 05:02:07 PM	0:02:39		Internal
596114635211			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Feb, 2025 04:51:10 PM	28 Feb, 2025 05:03:43 PM	26 Feb, 2025 05:02:07 PM	0:02:39		Internal
596114635211			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Feb, 2025 04:51:10 PM	28 Feb, 2025 05:03:43 PM	26 Feb, 2025 05:02:07 PM	0:02:39		Internal
596114635211			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Feb, 2025 04:51:10 PM	28 Feb, 2025 05:03:43 PM	26 Feb, 2025 05:02:07 PM	0:02:39		Internal
596114635211			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Feb, 2025 04:51:10 PM	28 Feb, 2025 05:03:43 PM	26 Feb, 2025 05:02:07 PM	0:02:39		Internal
596114635211			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Feb, 2025 04:51:10 PM	28 Feb, 2025 05:03:43 PM	26 Feb, 2025 05:02:07 PM	0:02:39		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596114635211	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	28 Feb, 2025 04:51:10 PM	28 Feb, 2025 05:03:43 PM	26 Feb, 2025 05:02:07 PM	0:02:39		Internal
596114635211			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Feb, 2025 04:51:10 PM	28 Feb, 2025 05:03:43 PM	26 Feb, 2025 05:02:07 PM	0:02:39		Internal
596114635211			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Feb, 2025 04:51:10 PM	28 Feb, 2025 05:03:43 PM	26 Feb, 2025 05:02:07 PM	0:02:39		Internal
596114635211			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Feb, 2025 04:51:10 PM	28 Feb, 2025 05:03:43 PM	26 Feb, 2025 05:02:07 PM	0:02:39		Internal
596114635211			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		28 Feb, 2025 04:51:10 PM	28 Feb, 2025 05:03:43 PM	26 Feb, 2025 05:02:07 PM	0:02:39		Internal
596114635211			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Feb, 2025 04:51:10 PM	28 Feb, 2025 05:03:43 PM	26 Feb, 2025 05:02:07 PM	0:02:39		Internal
596114635211			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Feb, 2025 04:51:10 PM	28 Feb, 2025 05:03:43 PM	26 Feb, 2025 05:02:07 PM	0:02:39		Internal
596114635211			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Feb, 2025 04:51:10 PM	28 Feb, 2025 05:03:43 PM	26 Feb, 2025 05:02:07 PM	0:02:39		Internal
595161229156			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Feb, 2025 11:00:50 AM	28 Feb, 2025 05:09:57 PM	16 Feb, 2025 06:55:56 PM	0:02:15		Internal
595161229156			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Feb, 2025 11:00:50 AM	28 Feb, 2025 05:09:57 PM	16 Feb, 2025 06:55:56 PM	0:02:15		Internal
595161229156			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Feb, 2025 11:00:50 AM	28 Feb, 2025 05:09:57 PM	16 Feb, 2025 06:55:56 PM	0:02:15		Internal
595161229156			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Feb, 2025 11:00:50 AM	28 Feb, 2025 05:09:57 PM	16 Feb, 2025 06:55:56 PM	0:02:15		Internal
595161229156			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Feb, 2025 11:00:50 AM	28 Feb, 2025 05:09:57 PM	16 Feb, 2025 06:55:56 PM	0:02:15		Internal
595161229156			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Feb, 2025 11:00:50 AM	28 Feb, 2025 05:09:57 PM	16 Feb, 2025 06:55:56 PM	0:02:15		Internal
595161229156			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Feb, 2025 11:00:50 AM	28 Feb, 2025 05:09:57 PM	16 Feb, 2025 06:55:56 PM	0:02:15		Internal
595161229156			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Feb, 2025 11:00:50 AM	28 Feb, 2025 05:09:57 PM	16 Feb, 2025 06:55:56 PM	0:02:15		Internal
595161229156			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Feb, 2025 11:00:50 AM	28 Feb, 2025 05:09:57 PM	16 Feb, 2025 06:55:56 PM	0:02:15		Internal
595161229156			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Feb, 2025 11:00:50 AM	28 Feb, 2025 05:09:57 PM	16 Feb, 2025 06:55:56 PM	0:02:15		Internal
595161229156			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Feb, 2025 11:00:50 AM	28 Feb, 2025 05:09:57 PM	16 Feb, 2025 06:55:56 PM	0:02:15		Internal
595161229156			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Feb, 2025 11:00:50 AM	28 Feb, 2025 05:09:57 PM	16 Feb, 2025 06:55:56 PM	0:02:15		Internal
595161229156			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Feb, 2025 11:00:50 AM	28 Feb, 2025 05:09:57 PM	16 Feb, 2025 06:55:56 PM	0:02:15		Internal
595161229156			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Feb, 2025 11:00:50 AM	28 Feb, 2025 05:09:57 PM	16 Feb, 2025 06:55:56 PM	0:02:15		Internal
595161229156			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Feb, 2025 11:00:50 AM	28 Feb, 2025 05:09:57 PM	16 Feb, 2025 06:55:56 PM	0:02:15		Internal
595161229156			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Feb, 2025 11:00:50 AM	28 Feb, 2025 05:09:57 PM	16 Feb, 2025 06:55:56 PM	0:02:15		Internal
595161229156			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Feb, 2025 11:00:50 AM	28 Feb, 2025 05:09:57 PM	16 Feb, 2025 06:55:56 PM	0:02:15		Internal
595161229156			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Feb, 2025 11:00:50 AM	28 Feb, 2025 05:09:57 PM	16 Feb, 2025 06:55:56 PM	0:02:15		Internal
595161229156			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Feb, 2025 11:00:50 AM	28 Feb, 2025 05:09:57 PM	16 Feb, 2025 06:55:56 PM	0:02:15		Internal
595161229156			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Feb, 2025 11:00:50 AM	28 Feb, 2025 05:09:57 PM	16 Feb, 2025 06:55:56 PM	0:02:15		Internal
595161229156			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Feb, 2025 11:00:50 AM	28 Feb, 2025 05:09:57 PM	16 Feb, 2025 06:55:56 PM	0:02:15		Internal
595161229156			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Feb, 2025 11:00:50 AM	28 Feb, 2025 05:09:57 PM	16 Feb, 2025 06:55:56 PM	0:02:15		Internal
595161229156			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		17 Feb, 2025 11:00:50 AM	28 Feb, 2025 05:09:57 PM	16 Feb, 2025 06:55:56 PM	0:02:15		Internal
595161229156			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Feb, 2025 11:00:50 AM	28 Feb, 2025 05:09:57 PM	16 Feb, 2025 06:55:56 PM	0:02:15		Internal
595161229156			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Feb, 2025 11:00:50 AM	28 Feb, 2025 05:09:57 PM	16 Feb, 2025 06:55:56 PM	0:02:15		Internal
595161229156			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Feb, 2025 11:00:50 AM	28 Feb, 2025 05:09:57 PM	16 Feb, 2025 06:55:56 PM	0:02:15		Internal
595161209205			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Feb, 2025 03:00:32 PM	28 Feb, 2025 05:12:02 PM	16 Feb, 2025 02:47:52 PM	0:06:09		Internal
595161209205			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Feb, 2025 03:00:32 PM	28 Feb, 2025 05:12:02 PM	16 Feb, 2025 02:47:52 PM	0:06:09		Internal
595161209205			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Feb, 2025 03:00:32 PM	28 Feb, 2025 05:12:02 PM	16 Feb, 2025 02:47:52 PM	0:06:09		Internal
595161209205			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Feb, 2025 03:00:32 PM	28 Feb, 2025 05:12:02 PM	16 Feb, 2025 02:47:52 PM	0:06:09		Internal
595161209205			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Feb, 2025 03:00:32 PM	28 Feb, 2025 05:12:02 PM	16 Feb, 2025 02:47:52 PM	0:06:09		Internal
595161209205			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Feb, 2025 03:00:32 PM	28 Feb, 2025 05:12:02 PM	16 Feb, 2025 02:47:52 PM	0:06:09		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595161209205	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	16 Feb, 2025 03:00:32 PM	28 Feb, 2025 05:12:02 PM	16 Feb, 2025 02:47:52 PM	0:06:09		Internal
595161209205			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Feb, 2025 03:00:32 PM	28 Feb, 2025 05:12:02 PM	16 Feb, 2025 02:47:52 PM	0:06:09		Internal
595161209205			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Feb, 2025 03:00:32 PM	28 Feb, 2025 05:12:02 PM	16 Feb, 2025 02:47:52 PM	0:06:09		Internal
595161209205			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Feb, 2025 03:00:32 PM	28 Feb, 2025 05:12:02 PM	16 Feb, 2025 02:47:52 PM	0:06:09		Internal
595161209205			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Feb, 2025 03:00:32 PM	28 Feb, 2025 05:12:02 PM	16 Feb, 2025 02:47:52 PM	0:06:09		Internal
595161209205			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Feb, 2025 03:00:32 PM	28 Feb, 2025 05:12:02 PM	16 Feb, 2025 02:47:52 PM	0:06:09		Internal
595161209205			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Feb, 2025 03:00:32 PM	28 Feb, 2025 05:12:02 PM	16 Feb, 2025 02:47:52 PM	0:06:09		Internal
595161209205			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Feb, 2025 03:00:32 PM	28 Feb, 2025 05:12:02 PM	16 Feb, 2025 02:47:52 PM	0:06:09		Internal
595161209205			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Feb, 2025 03:00:32 PM	28 Feb, 2025 05:12:02 PM	16 Feb, 2025 02:47:52 PM	0:06:09		Internal
595161209205			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Feb, 2025 03:00:32 PM	28 Feb, 2025 05:12:02 PM	16 Feb, 2025 02:47:52 PM	0:06:09		Internal
595161209205			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Feb, 2025 03:00:32 PM	28 Feb, 2025 05:12:02 PM	16 Feb, 2025 02:47:52 PM	0:06:09		Internal
595161209205			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Feb, 2025 03:00:32 PM	28 Feb, 2025 05:12:02 PM	16 Feb, 2025 02:47:52 PM	0:06:09		Internal
595161209205			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Feb, 2025 03:00:32 PM	28 Feb, 2025 05:12:02 PM	16 Feb, 2025 02:47:52 PM	0:06:09		Internal
595161209205			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Feb, 2025 03:00:32 PM	28 Feb, 2025 05:12:02 PM	16 Feb, 2025 02:47:52 PM	0:06:09		Internal
595161209205			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Feb, 2025 03:00:32 PM	28 Feb, 2025 05:12:02 PM	16 Feb, 2025 02:47:52 PM	0:06:09		Internal
595161209205			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Feb, 2025 03:00:32 PM	28 Feb, 2025 05:12:02 PM	16 Feb, 2025 02:47:52 PM	0:06:09		Internal
595161209205			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		16 Feb, 2025 03:00:32 PM	28 Feb, 2025 05:12:02 PM	16 Feb, 2025 02:47:52 PM	0:06:09		Internal
595161209205			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Feb, 2025 03:00:32 PM	28 Feb, 2025 05:12:02 PM	16 Feb, 2025 02:47:52 PM	0:06:09		Internal
595161209205			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Feb, 2025 03:00:32 PM	28 Feb, 2025 05:12:02 PM	16 Feb, 2025 02:47:52 PM	0:06:09		Internal
595161209205			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Feb, 2025 03:00:32 PM	28 Feb, 2025 05:12:02 PM	16 Feb, 2025 02:47:52 PM	0:06:09		Internal
595161397780			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Feb, 2025 05:31:20 AM	28 Feb, 2025 05:16:46 PM	18 Feb, 2025 03:12:51 AM	0:03:43		Internal
595161397780			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Feb, 2025 05:31:20 AM	28 Feb, 2025 05:16:46 PM	18 Feb, 2025 03:12:51 AM	0:03:43		Internal
595161397780			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Feb, 2025 05:31:20 AM	28 Feb, 2025 05:16:46 PM	18 Feb, 2025 03:12:51 AM	0:03:43		Internal
595161397780			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Feb, 2025 05:31:20 AM	28 Feb, 2025 05:16:46 PM	18 Feb, 2025 03:12:51 AM	0:03:43		Internal
595161397780			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Feb, 2025 05:31:20 AM	28 Feb, 2025 05:16:46 PM	18 Feb, 2025 03:12:51 AM	0:03:43		Internal
595161397780			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Feb, 2025 05:31:20 AM	28 Feb, 2025 05:16:46 PM	18 Feb, 2025 03:12:51 AM	0:03:43		Internal
595161397780			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Feb, 2025 05:31:20 AM	28 Feb, 2025 05:16:46 PM	18 Feb, 2025 03:12:51 AM	0:03:43		Internal
595161397780			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Feb, 2025 05:31:20 AM	28 Feb, 2025 05:16:46 PM	18 Feb, 2025 03:12:51 AM	0:03:43		Internal
595161397780			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Feb, 2025 05:31:20 AM	28 Feb, 2025 05:16:46 PM	18 Feb, 2025 03:12:51 AM	0:03:43		Internal
595161397780			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Feb, 2025 05:31:20 AM	28 Feb, 2025 05:16:46 PM	18 Feb, 2025 03:12:51 AM	0:03:43		Internal
595161397780			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Feb, 2025 05:31:20 AM	28 Feb, 2025 05:16:46 PM	18 Feb, 2025 03:12:51 AM	0:03:43		Internal
595161397780			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Feb, 2025 05:31:20 AM	28 Feb, 2025 05:16:46 PM	18 Feb, 2025 03:12:51 AM	0:03:43		Internal
595161397780			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Feb, 2025 05:31:20 AM	28 Feb, 2025 05:16:46 PM	18 Feb, 2025 03:12:51 AM	0:03:43		Internal
595161397780			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Feb, 2025 05:31:20 AM	28 Feb, 2025 05:16:46 PM	18 Feb, 2025 03:12:51 AM	0:03:43		Internal
595161397780			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Feb, 2025 05:31:20 AM	28 Feb, 2025 05:16:46 PM	18 Feb, 2025 03:12:51 AM	0:03:43		Internal
595161397780			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Feb, 2025 05:31:20 AM	28 Feb, 2025 05:16:46 PM	18 Feb, 2025 03:12:51 AM	0:03:43		Internal
595161397780			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Feb, 2025 05:31:20 AM	28 Feb, 2025 05:16:46 PM	18 Feb, 2025 03:12:51 AM	0:03:43		Internal
595161397780			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Feb, 2025 05:31:20 AM	28 Feb, 2025 05:16:46 PM	18 Feb, 2025 03:12:51 AM	0:03:43		Internal
595161397780			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Feb, 2025 05:31:20 AM	28 Feb, 2025 05:16:46 PM	18 Feb, 2025 03:12:51 AM	0:03:43		Internal
595161397780			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Feb, 2025 05:31:20 AM	28 Feb, 2025 05:16:46 PM	18 Feb, 2025 03:12:51 AM	0:03:43		Internal
595161397780			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Feb, 2025 05:31:20 AM	28 Feb, 2025 05:16:46 PM	18 Feb, 2025 03:12:51 AM	0:03:43		Internal
595161397780			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Feb, 2025 05:31:20 AM	28 Feb, 2025 05:16:46 PM	18 Feb, 2025 03:12:51 AM	0:03:43		Internal
595161397780			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		18 Feb, 2025 05:31:20 AM	28 Feb, 2025 05:16:46 PM	18 Feb, 2025 03:12:51 AM	0:03:43		Internal
595161397780			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Feb, 2025 05:31:20 AM	28 Feb, 2025 05:16:46 PM	18 Feb, 2025 03:12:51 AM	0:03:43		Internal
595161397780			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Feb, 2025 05:31:20 AM	28 Feb, 2025 05:16:46 PM	18 Feb, 2025 03:12:51 AM	0:03:43		Internal
595161397780			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Feb, 2025 05:31:20 AM	28 Feb, 2025 05:16:46 PM	18 Feb, 2025 03:12:51 AM	0:03:43		Internal
595161207358			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Feb, 2025 03:00:27 PM	28 Feb, 2025 05:48:57 PM	16 Feb, 2025 02:12:45 PM	0:02:23		Internal
595161207358			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Feb, 2025 03:00:27 PM	28 Feb, 2025 05:48:57 PM	16 Feb, 2025 02:12:45 PM	0:02:23		Internal
595161207358			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Feb, 2025 03:00:27 PM	28 Feb, 2025 05:48:57 PM	16 Feb, 2025 02:12:45 PM	0:02:23		Internal
595161207358			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Feb, 2025 03:00:27 PM	28 Feb, 2025 05:48:57 PM	16 Feb, 2025 02:12:45 PM	0:02:23		Internal
595161207358			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Feb, 2025 03:00:27 PM	28 Feb, 2025 05:48:57 PM	16 Feb, 2025 02:12:45 PM	0:02:23		Internal
595161207358			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Feb, 2025 03:00:27 PM	28 Feb, 2025 05:48:57 PM	16 Feb, 2025 02:12:45 PM	0:02:23		Internal
595161207358			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Feb, 2025 03:00:27 PM	28 Feb, 2025 05:48:57 PM	16 Feb, 2025 02:12:45 PM	0:02:23		Internal
595161207358			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Feb, 2025 03:00:27 PM	28 Feb, 2025 05:48:57 PM	16 Feb, 2025 02:12:45 PM	0:02:23		Internal
595161207358			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Feb, 2025 03:00:27 PM	28 Feb, 2025 05:48:57 PM	16 Feb, 2025 02:12:45 PM	0:02:23		Internal
595161207358			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Feb, 2025 03:00:27 PM	28 Feb, 2025 05:48:57 PM	16 Feb, 2025 02:12:45 PM	0:02:23		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595161207358	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	16 Feb, 2025 03:00:27 PM	28 Feb, 2025 05:48:57 PM	16 Feb, 2025 02:12:45 PM	0:02:23		Internal
595161207358			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Feb, 2025 03:00:27 PM	28 Feb, 2025 05:48:57 PM	16 Feb, 2025 02:12:45 PM	0:02:23		Internal
595161207358			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Feb, 2025 03:00:27 PM	28 Feb, 2025 05:48:57 PM	16 Feb, 2025 02:12:45 PM	0:02:23		Internal
595161207358			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Feb, 2025 03:00:27 PM	28 Feb, 2025 05:48:57 PM	16 Feb, 2025 02:12:45 PM	0:02:23		Internal
595161207358			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Feb, 2025 03:00:27 PM	28 Feb, 2025 05:48:57 PM	16 Feb, 2025 02:12:45 PM	0:02:23		Internal
595161207358			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Feb, 2025 03:00:27 PM	28 Feb, 2025 05:48:57 PM	16 Feb, 2025 02:12:45 PM	0:02:23		Internal
595161207358			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Feb, 2025 03:00:27 PM	28 Feb, 2025 05:48:57 PM	16 Feb, 2025 02:12:45 PM	0:02:23		Internal
595161207358			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Feb, 2025 03:00:27 PM	28 Feb, 2025 05:48:57 PM	16 Feb, 2025 02:12:45 PM	0:02:23		Internal
595161207358			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Feb, 2025 03:00:27 PM	28 Feb, 2025 05:48:57 PM	16 Feb, 2025 02:12:45 PM	0:02:23		Internal
595161207358			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Feb, 2025 03:00:27 PM	28 Feb, 2025 05:48:57 PM	16 Feb, 2025 02:12:45 PM	0:02:23		Internal
595161207358			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Feb, 2025 03:00:27 PM	28 Feb, 2025 05:48:57 PM	16 Feb, 2025 02:12:45 PM	0:02:23		Internal
595161207358			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Feb, 2025 03:00:27 PM	28 Feb, 2025 05:48:57 PM	16 Feb, 2025 02:12:45 PM	0:02:23		Internal
595161207358			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		16 Feb, 2025 03:00:27 PM	28 Feb, 2025 05:48:57 PM	16 Feb, 2025 02:12:45 PM	0:02:23		Internal
595161207358			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Feb, 2025 03:00:27 PM	28 Feb, 2025 05:48:57 PM	16 Feb, 2025 02:12:45 PM	0:02:23		Internal
595161207358			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Feb, 2025 03:00:27 PM	28 Feb, 2025 05:48:57 PM	16 Feb, 2025 02:12:45 PM	0:02:23		Internal
595161207358			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Feb, 2025 03:00:27 PM	28 Feb, 2025 05:48:57 PM	16 Feb, 2025 02:12:45 PM	0:02:23		Internal
594151371486			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Feb, 2025 08:30:49 PM	28 Feb, 2025 05:57:50 PM	10 Feb, 2025 02:51:00 PM	0:05:01		Internal
594151371486			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Feb, 2025 08:30:49 PM	28 Feb, 2025 05:57:50 PM	10 Feb, 2025 02:51:00 PM	0:05:01		Internal
594151371486			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Feb, 2025 08:30:49 PM	28 Feb, 2025 05:57:50 PM	10 Feb, 2025 02:51:00 PM	0:05:01		Internal
594151371486			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Feb, 2025 08:30:49 PM	28 Feb, 2025 05:57:50 PM	10 Feb, 2025 02:51:00 PM	0:05:01		Internal
594151371486			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Feb, 2025 08:30:49 PM	28 Feb, 2025 05:57:50 PM	10 Feb, 2025 02:51:00 PM	0:05:01		Internal
594151371486			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Feb, 2025 08:30:49 PM	28 Feb, 2025 05:57:50 PM	10 Feb, 2025 02:51:00 PM	0:05:01		Internal
594151371486			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Feb, 2025 08:30:49 PM	28 Feb, 2025 05:57:50 PM	10 Feb, 2025 02:51:00 PM	0:05:01		Internal
594151371486			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Feb, 2025 08:30:49 PM	28 Feb, 2025 05:57:50 PM	10 Feb, 2025 02:51:00 PM	0:05:01		Internal
594151371486			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Feb, 2025 08:30:49 PM	28 Feb, 2025 05:57:50 PM	10 Feb, 2025 02:51:00 PM	0:05:01		Internal
594151371486			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Feb, 2025 08:30:49 PM	28 Feb, 2025 05:57:50 PM	10 Feb, 2025 02:51:00 PM	0:05:01		Internal
594151371486			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Feb, 2025 08:30:49 PM	28 Feb, 2025 05:57:50 PM	10 Feb, 2025 02:51:00 PM	0:05:01		Internal
594151371486			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Feb, 2025 08:30:49 PM	28 Feb, 2025 05:57:50 PM	10 Feb, 2025 02:51:00 PM	0:05:01		Internal
594151371486			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Feb, 2025 08:30:49 PM	28 Feb, 2025 05:57:50 PM	10 Feb, 2025 02:51:00 PM	0:05:01		Internal
594151371486			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Feb, 2025 08:30:49 PM	28 Feb, 2025 05:57:50 PM	10 Feb, 2025 02:51:00 PM	0:05:01		Internal
594151371486			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Feb, 2025 08:30:49 PM	28 Feb, 2025 05:57:50 PM	10 Feb, 2025 02:51:00 PM	0:05:01		Internal
594151371486			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Feb, 2025 08:30:49 PM	28 Feb, 2025 05:57:50 PM	10 Feb, 2025 02:51:00 PM	0:05:01		Internal
594151371486			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Feb, 2025 08:30:49 PM	28 Feb, 2025 05:57:50 PM	10 Feb, 2025 02:51:00 PM	0:05:01		Internal
594151371486			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Feb, 2025 08:30:49 PM	28 Feb, 2025 05:57:50 PM	10 Feb, 2025 02:51:00 PM	0:05:01		Internal
594151371486			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Feb, 2025 08:30:49 PM	28 Feb, 2025 05:57:50 PM	10 Feb, 2025 02:51:00 PM	0:05:01		Internal
594151371486			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Feb, 2025 08:30:49 PM	28 Feb, 2025 05:57:50 PM	10 Feb, 2025 02:51:00 PM	0:05:01		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594151371486	[redacted]	[redacted]	CTE_Bus_Solar	[redacted]	Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	[redacted]	10 Feb, 2025 08:30:49 PM	28 Feb, 2025 05:57:50 PM	10 Feb, 2025 02:51:00 PM	0:05:01		Internal
594151371486			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Feb, 2025 08:30:49 PM	28 Feb, 2025 05:57:50 PM	10 Feb, 2025 02:51:00 PM	0:05:01		Internal
594151371486			CTE_Bus_Solar		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Feb, 2025 08:30:49 PM	28 Feb, 2025 05:57:50 PM	10 Feb, 2025 02:51:00 PM	0:05:01		Internal
594151371486			CTE_Bus_Solar		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Feb, 2025 08:30:49 PM	28 Feb, 2025 05:57:50 PM	10 Feb, 2025 02:51:00 PM	0:05:01		Internal
594151371486			CTE_Bus_Solar		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Feb, 2025 08:30:49 PM	28 Feb, 2025 05:57:50 PM	10 Feb, 2025 02:51:00 PM	0:05:01		Internal
594151371486			CTE_Bus_Solar		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Feb, 2025 08:30:49 PM	28 Feb, 2025 05:57:50 PM	10 Feb, 2025 02:51:00 PM	0:05:01		Internal
596114673782			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Feb, 2025 05:44:31 PM	28 Feb, 2025 06:00:39 PM	26 Feb, 2025 07:32:56 PM	0:02:59		Internal
596114673782			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Feb, 2025 05:44:31 PM	28 Feb, 2025 06:00:39 PM	26 Feb, 2025 07:32:56 PM	0:02:59		Internal
596114673782			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Feb, 2025 05:44:31 PM	28 Feb, 2025 06:00:39 PM	26 Feb, 2025 07:32:56 PM	0:02:59		Internal
596114673782			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Feb, 2025 05:44:31 PM	28 Feb, 2025 06:00:39 PM	26 Feb, 2025 07:32:56 PM	0:02:59		Internal
596114673782			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Feb, 2025 05:44:31 PM	28 Feb, 2025 06:00:39 PM	26 Feb, 2025 07:32:56 PM	0:02:59		Internal
596114673782			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Feb, 2025 05:44:31 PM	28 Feb, 2025 06:00:39 PM	26 Feb, 2025 07:32:56 PM	0:02:59		Internal
596114673782			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Feb, 2025 05:44:31 PM	28 Feb, 2025 06:00:39 PM	26 Feb, 2025 07:32:56 PM	0:02:59		Internal
596114673782			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Feb, 2025 05:44:31 PM	28 Feb, 2025 06:00:39 PM	26 Feb, 2025 07:32:56 PM	0:02:59		Internal
596114673782			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Feb, 2025 05:44:31 PM	28 Feb, 2025 06:00:39 PM	26 Feb, 2025 07:32:56 PM	0:02:59		Internal
596114673782			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Feb, 2025 05:44:31 PM	28 Feb, 2025 06:00:39 PM	26 Feb, 2025 07:32:56 PM	0:02:59		Internal
596114673782			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Feb, 2025 05:44:31 PM	28 Feb, 2025 06:00:39 PM	26 Feb, 2025 07:32:56 PM	0:02:59		Internal
596114673782			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Feb, 2025 05:44:31 PM	28 Feb, 2025 06:00:39 PM	26 Feb, 2025 07:32:56 PM	0:02:59		Internal
596114673782			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Feb, 2025 05:44:31 PM	28 Feb, 2025 06:00:39 PM	26 Feb, 2025 07:32:56 PM	0:02:59		Internal
596114673782			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Feb, 2025 05:44:31 PM	28 Feb, 2025 06:00:39 PM	26 Feb, 2025 07:32:56 PM	0:02:59		Internal
596114673782			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Feb, 2025 05:44:31 PM	28 Feb, 2025 06:00:39 PM	26 Feb, 2025 07:32:56 PM	0:02:59		Internal
596114673782			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Feb, 2025 05:44:31 PM	28 Feb, 2025 06:00:39 PM	26 Feb, 2025 07:32:56 PM	0:02:59		Internal
596114673782			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Feb, 2025 05:44:31 PM	28 Feb, 2025 06:00:39 PM	26 Feb, 2025 07:32:56 PM	0:02:59		Internal
596114673782			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Feb, 2025 05:44:31 PM	28 Feb, 2025 06:00:39 PM	26 Feb, 2025 07:32:56 PM	0:02:59		Internal
596114673782			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Feb, 2025 05:44:31 PM	28 Feb, 2025 06:00:39 PM	26 Feb, 2025 07:32:56 PM	0:02:59		Internal
596114673782			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Feb, 2025 05:44:31 PM	28 Feb, 2025 06:00:39 PM	26 Feb, 2025 07:32:56 PM	0:02:59		Internal
596114673782			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Feb, 2025 05:44:31 PM	28 Feb, 2025 06:00:39 PM	26 Feb, 2025 07:32:56 PM	0:02:59		Internal
596114673782			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Feb, 2025 05:44:31 PM	28 Feb, 2025 06:00:39 PM	26 Feb, 2025 07:32:56 PM	0:02:59		Internal
596114673782			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		28 Feb, 2025 05:44:31 PM	28 Feb, 2025 06:00:39 PM	26 Feb, 2025 07:32:56 PM	0:02:59		Internal
596114673782			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Feb, 2025 05:44:31 PM	28 Feb, 2025 06:00:39 PM	26 Feb, 2025 07:32:56 PM	0:02:59		Internal
596114673782			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Feb, 2025 05:44:31 PM	28 Feb, 2025 06:00:39 PM	26 Feb, 2025 07:32:56 PM	0:02:59		Internal
596114673782			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Feb, 2025 05:44:31 PM	28 Feb, 2025 06:00:39 PM	26 Feb, 2025 07:32:56 PM	0:02:59		Internal
595162291378			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Feb, 2025 07:00:12 PM	28 Feb, 2025 06:22:14 PM	24 Feb, 2025 06:54:30 PM	0:03:50		Internal
595162291378			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Feb, 2025 07:00:12 PM	28 Feb, 2025 06:22:14 PM	24 Feb, 2025 06:54:30 PM	0:03:50		Internal
595162291378			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Feb, 2025 07:00:12 PM	28 Feb, 2025 06:22:14 PM	24 Feb, 2025 06:54:30 PM	0:03:50		Internal
595162291378			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Feb, 2025 07:00:12 PM	28 Feb, 2025 06:22:14 PM	24 Feb, 2025 06:54:30 PM	0:03:50		Internal
595162291378			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Feb, 2025 07:00:12 PM	28 Feb, 2025 06:22:14 PM	24 Feb, 2025 06:54:30 PM	0:03:50		Internal
595162291378			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Feb, 2025 07:00:12 PM	28 Feb, 2025 06:22:14 PM	24 Feb, 2025 06:54:30 PM	0:03:50		Internal
595162291378			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Feb, 2025 07:00:12 PM	28 Feb, 2025 06:22:14 PM	24 Feb, 2025 06:54:30 PM	0:03:50		Internal
595162291378			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Feb, 2025 07:00:12 PM	28 Feb, 2025 06:22:14 PM	24 Feb, 2025 06:54:30 PM	0:03:50		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595162291378			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Feb, 2025 07:00:12 PM	28 Feb, 2025 06:22:14 PM	24 Feb, 2025 06:54:30 PM	0:03:50		Internal
595162291378			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Feb, 2025 07:00:12 PM	28 Feb, 2025 06:22:14 PM	24 Feb, 2025 06:54:30 PM	0:03:50		Internal
595162291378			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Feb, 2025 07:00:12 PM	28 Feb, 2025 06:22:14 PM	24 Feb, 2025 06:54:30 PM	0:03:50		Internal
595162291378			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Feb, 2025 07:00:12 PM	28 Feb, 2025 06:22:14 PM	24 Feb, 2025 06:54:30 PM	0:03:50		Internal
595162291378			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Feb, 2025 07:00:12 PM	28 Feb, 2025 06:22:14 PM	24 Feb, 2025 06:54:30 PM	0:03:50		Internal
595162291378			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Feb, 2025 07:00:12 PM	28 Feb, 2025 06:22:14 PM	24 Feb, 2025 06:54:30 PM	0:03:50		Internal
595162291378			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Feb, 2025 07:00:12 PM	28 Feb, 2025 06:22:14 PM	24 Feb, 2025 06:54:30 PM	0:03:50		Internal
595162291378			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Feb, 2025 07:00:12 PM	28 Feb, 2025 06:22:14 PM	24 Feb, 2025 06:54:30 PM	0:03:50		Internal
595162291378			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Feb, 2025 07:00:12 PM	28 Feb, 2025 06:22:14 PM	24 Feb, 2025 06:54:30 PM	0:03:50		Internal
595162291378			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Feb, 2025 07:00:12 PM	28 Feb, 2025 06:22:14 PM	24 Feb, 2025 06:54:30 PM	0:03:50		Internal
595162291378			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Feb, 2025 07:00:12 PM	28 Feb, 2025 06:22:14 PM	24 Feb, 2025 06:54:30 PM	0:03:50		Internal
595162291378			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Feb, 2025 07:00:12 PM	28 Feb, 2025 06:22:14 PM	24 Feb, 2025 06:54:30 PM	0:03:50		Internal
595162291378			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Feb, 2025 07:00:12 PM	28 Feb, 2025 06:22:14 PM	24 Feb, 2025 06:54:30 PM	0:03:50		Internal
595162291378			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Feb, 2025 07:00:12 PM	28 Feb, 2025 06:22:14 PM	24 Feb, 2025 06:54:30 PM	0:03:50		Internal
595162291378			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		24 Feb, 2025 07:00:12 PM	28 Feb, 2025 06:22:14 PM	24 Feb, 2025 06:54:30 PM	0:03:50		Internal
595162291378			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Feb, 2025 07:00:12 PM	28 Feb, 2025 06:22:14 PM	24 Feb, 2025 06:54:30 PM	0:03:50		Internal
595162291378			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Feb, 2025 07:00:12 PM	28 Feb, 2025 06:22:14 PM	24 Feb, 2025 06:54:30 PM	0:03:50		Internal
595162291378			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Feb, 2025 07:00:12 PM	28 Feb, 2025 06:22:14 PM	24 Feb, 2025 06:54:30 PM	0:03:50		Internal
595162028711			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Feb, 2025 06:23:30 PM	28 Feb, 2025 06:28:19 PM	21 Feb, 2025 04:43:49 PM	0:02:54		Internal
595162028711			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Feb, 2025 06:23:30 PM	28 Feb, 2025 06:28:19 PM	21 Feb, 2025 04:43:49 PM	0:02:54		Internal
595162028711			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Feb, 2025 06:23:30 PM	28 Feb, 2025 06:28:19 PM	21 Feb, 2025 04:43:49 PM	0:02:54		Internal
595162028711			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Feb, 2025 06:23:30 PM	28 Feb, 2025 06:28:19 PM	21 Feb, 2025 04:43:49 PM	0:02:54		Internal
595162028711			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Feb, 2025 06:23:30 PM	28 Feb, 2025 06:28:19 PM	21 Feb, 2025 04:43:49 PM	0:02:54		Internal
595162028711			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Feb, 2025 06:23:30 PM	28 Feb, 2025 06:28:19 PM	21 Feb, 2025 04:43:49 PM	0:02:54		Internal
595162028711			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Feb, 2025 06:23:30 PM	28 Feb, 2025 06:28:19 PM	21 Feb, 2025 04:43:49 PM	0:02:54		Internal
595162028711			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Feb, 2025 06:23:30 PM	28 Feb, 2025 06:28:19 PM	21 Feb, 2025 04:43:49 PM	0:02:54		Internal
595162028711			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Feb, 2025 06:23:30 PM	28 Feb, 2025 06:28:19 PM	21 Feb, 2025 04:43:49 PM	0:02:54		Internal
595162028711			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Feb, 2025 06:23:30 PM	28 Feb, 2025 06:28:19 PM	21 Feb, 2025 04:43:49 PM	0:02:54		Internal
595162028711			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Feb, 2025 06:23:30 PM	28 Feb, 2025 06:28:19 PM	21 Feb, 2025 04:43:49 PM	0:02:54		Internal
595162028711			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Feb, 2025 06:23:30 PM	28 Feb, 2025 06:28:19 PM	21 Feb, 2025 04:43:49 PM	0:02:54		Internal
595162028711			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Feb, 2025 06:23:30 PM	28 Feb, 2025 06:28:19 PM	21 Feb, 2025 04:43:49 PM	0:02:54		Internal
595162028711			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Feb, 2025 06:23:30 PM	28 Feb, 2025 06:28:19 PM	21 Feb, 2025 04:43:49 PM	0:02:54		Internal
595162028711			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Feb, 2025 06:23:30 PM	28 Feb, 2025 06:28:19 PM	21 Feb, 2025 04:43:49 PM	0:02:54		Internal
595162028711			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Feb, 2025 06:23:30 PM	28 Feb, 2025 06:28:19 PM	21 Feb, 2025 04:43:49 PM	0:02:54		Internal
595162028711			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Feb, 2025 06:23:30 PM	28 Feb, 2025 06:28:19 PM	21 Feb, 2025 04:43:49 PM	0:02:54		Internal
595162028711			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Feb, 2025 06:23:30 PM	28 Feb, 2025 06:28:19 PM	21 Feb, 2025 04:43:49 PM	0:02:54		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595162028711	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	28 Feb, 2025 06:23:30 PM	28 Feb, 2025 06:28:19 PM	21 Feb, 2025 04:43:49 PM	0:02:54		Internal
595162028711			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Feb, 2025 06:23:30 PM	28 Feb, 2025 06:28:19 PM	21 Feb, 2025 04:43:49 PM	0:02:54		Internal
595162028711			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Feb, 2025 06:23:30 PM	28 Feb, 2025 06:28:19 PM	21 Feb, 2025 04:43:49 PM	0:02:54		Internal
595162028711			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Feb, 2025 06:23:30 PM	28 Feb, 2025 06:28:19 PM	21 Feb, 2025 04:43:49 PM	0:02:54		Internal
595162028711			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		28 Feb, 2025 06:23:30 PM	28 Feb, 2025 06:28:19 PM	21 Feb, 2025 04:43:49 PM	0:02:54		Internal
595162028711			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Feb, 2025 06:23:30 PM	28 Feb, 2025 06:28:19 PM	21 Feb, 2025 04:43:49 PM	0:02:54		Internal
595162028711			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Feb, 2025 06:23:30 PM	28 Feb, 2025 06:28:19 PM	21 Feb, 2025 04:43:49 PM	0:02:54		Internal
595162028711			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Feb, 2025 06:23:30 PM	28 Feb, 2025 06:28:19 PM	21 Feb, 2025 04:43:49 PM	0:02:54		Internal
595161379945			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Feb, 2025 09:31:16 AM	28 Feb, 2025 06:37:24 PM	17 Feb, 2025 10:11:17 PM	0:02:05		Internal
595161379945			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Feb, 2025 09:31:16 AM	28 Feb, 2025 06:37:24 PM	17 Feb, 2025 10:11:17 PM	0:02:05		Internal
595161379945			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Feb, 2025 09:31:16 AM	28 Feb, 2025 06:37:24 PM	17 Feb, 2025 10:11:17 PM	0:02:05		Internal
595161379945			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Feb, 2025 09:31:16 AM	28 Feb, 2025 06:37:24 PM	17 Feb, 2025 10:11:17 PM	0:02:05		Internal
595161379945			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Feb, 2025 09:31:16 AM	28 Feb, 2025 06:37:24 PM	17 Feb, 2025 10:11:17 PM	0:02:05		Internal
595161379945			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Feb, 2025 09:31:16 AM	28 Feb, 2025 06:37:24 PM	17 Feb, 2025 10:11:17 PM	0:02:05		Internal
595161379945			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Feb, 2025 09:31:16 AM	28 Feb, 2025 06:37:24 PM	17 Feb, 2025 10:11:17 PM	0:02:05		Internal
595161379945			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Feb, 2025 09:31:16 AM	28 Feb, 2025 06:37:24 PM	17 Feb, 2025 10:11:17 PM	0:02:05		Internal
595161379945			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Feb, 2025 09:31:16 AM	28 Feb, 2025 06:37:24 PM	17 Feb, 2025 10:11:17 PM	0:02:05		Internal
595161379945			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Feb, 2025 09:31:16 AM	28 Feb, 2025 06:37:24 PM	17 Feb, 2025 10:11:17 PM	0:02:05		Internal
595161379945			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Feb, 2025 09:31:16 AM	28 Feb, 2025 06:37:24 PM	17 Feb, 2025 10:11:17 PM	0:02:05		Internal
595161379945			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Feb, 2025 09:31:16 AM	28 Feb, 2025 06:37:24 PM	17 Feb, 2025 10:11:17 PM	0:02:05		Internal
595161379945			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Feb, 2025 09:31:16 AM	28 Feb, 2025 06:37:24 PM	17 Feb, 2025 10:11:17 PM	0:02:05		Internal
595161379945			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Feb, 2025 09:31:16 AM	28 Feb, 2025 06:37:24 PM	17 Feb, 2025 10:11:17 PM	0:02:05		Internal
595161379945			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Feb, 2025 09:31:16 AM	28 Feb, 2025 06:37:24 PM	17 Feb, 2025 10:11:17 PM	0:02:05		Internal
595161379945			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Feb, 2025 09:31:16 AM	28 Feb, 2025 06:37:24 PM	17 Feb, 2025 10:11:17 PM	0:02:05		Internal
595161379945			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Feb, 2025 09:31:16 AM	28 Feb, 2025 06:37:24 PM	17 Feb, 2025 10:11:17 PM	0:02:05		Internal
595161379945			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Feb, 2025 09:31:16 AM	28 Feb, 2025 06:37:24 PM	17 Feb, 2025 10:11:17 PM	0:02:05		Internal
595161379945			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Feb, 2025 09:31:16 AM	28 Feb, 2025 06:37:24 PM	17 Feb, 2025 10:11:17 PM	0:02:05		Internal
595161379945			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Feb, 2025 09:31:16 AM	28 Feb, 2025 06:37:24 PM	17 Feb, 2025 10:11:17 PM	0:02:05		Internal
595161379945			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Feb, 2025 09:31:16 AM	28 Feb, 2025 06:37:24 PM	17 Feb, 2025 10:11:17 PM	0:02:05		Internal
595161379945			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Feb, 2025 09:31:16 AM	28 Feb, 2025 06:37:24 PM	17 Feb, 2025 10:11:17 PM	0:02:05		Internal
595161379945			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		18 Feb, 2025 09:31:16 AM	28 Feb, 2025 06:37:24 PM	17 Feb, 2025 10:11:17 PM	0:02:05		Internal
595161379945			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Feb, 2025 09:31:16 AM	28 Feb, 2025 06:37:24 PM	17 Feb, 2025 10:11:17 PM	0:02:05		Internal
595161379945			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Feb, 2025 09:31:16 AM	28 Feb, 2025 06:37:24 PM	17 Feb, 2025 10:11:17 PM	0:02:05		Internal
595161379945			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Feb, 2025 09:31:16 AM	28 Feb, 2025 06:37:24 PM	17 Feb, 2025 10:11:17 PM	0:02:05		Internal
596114715217			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Feb, 2025 06:33:49 PM	28 Feb, 2025 06:38:33 PM	26 Feb, 2025 09:50:29 PM	0:02:31		Internal
596114715217			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Feb, 2025 06:33:49 PM	28 Feb, 2025 06:38:33 PM	26 Feb, 2025 09:50:29 PM	0:02:31		Internal
596114715217			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Feb, 2025 06:33:49 PM	28 Feb, 2025 06:38:33 PM	26 Feb, 2025 09:50:29 PM	0:02:31		Internal
596114715217			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Feb, 2025 06:33:49 PM	28 Feb, 2025 06:38:33 PM	26 Feb, 2025 09:50:29 PM	0:02:31		Internal
596114715217			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Feb, 2025 06:33:49 PM	28 Feb, 2025 06:38:33 PM	26 Feb, 2025 09:50:29 PM	0:02:31		Internal
596114715217			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Feb, 2025 06:33:49 PM	28 Feb, 2025 06:38:33 PM	26 Feb, 2025 09:50:29 PM	0:02:31		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596114715217	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	28 Feb, 2025 06:33:49 PM	28 Feb, 2025 06:38:33 PM	26 Feb, 2025 09:50:29 PM	0:02:31		Internal
596114715217			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Feb, 2025 06:33:49 PM	28 Feb, 2025 06:38:33 PM	26 Feb, 2025 09:50:29 PM	0:02:31		Internal
596114715217			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Feb, 2025 06:33:49 PM	28 Feb, 2025 06:38:33 PM	26 Feb, 2025 09:50:29 PM	0:02:31		Internal
596114715217			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Feb, 2025 06:33:49 PM	28 Feb, 2025 06:38:33 PM	26 Feb, 2025 09:50:29 PM	0:02:31		Internal
596114715217			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Feb, 2025 06:33:49 PM	28 Feb, 2025 06:38:33 PM	26 Feb, 2025 09:50:29 PM	0:02:31		Internal
596114715217			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Feb, 2025 06:33:49 PM	28 Feb, 2025 06:38:33 PM	26 Feb, 2025 09:50:29 PM	0:02:31		Internal
596114715217			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Feb, 2025 06:33:49 PM	28 Feb, 2025 06:38:33 PM	26 Feb, 2025 09:50:29 PM	0:02:31		Internal
596114715217			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Feb, 2025 06:33:49 PM	28 Feb, 2025 06:38:33 PM	26 Feb, 2025 09:50:29 PM	0:02:31		Internal
596114715217			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Feb, 2025 06:33:49 PM	28 Feb, 2025 06:38:33 PM	26 Feb, 2025 09:50:29 PM	0:02:31		Internal
596114715217			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Feb, 2025 06:33:49 PM	28 Feb, 2025 06:38:33 PM	26 Feb, 2025 09:50:29 PM	0:02:31		Internal
596114715217			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Feb, 2025 06:33:49 PM	28 Feb, 2025 06:38:33 PM	26 Feb, 2025 09:50:29 PM	0:02:31		Internal
596114715217			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Feb, 2025 06:33:49 PM	28 Feb, 2025 06:38:33 PM	26 Feb, 2025 09:50:29 PM	0:02:31		Internal
596114715217			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Feb, 2025 06:33:49 PM	28 Feb, 2025 06:38:33 PM	26 Feb, 2025 09:50:29 PM	0:02:31		Internal
596114715217			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Feb, 2025 06:33:49 PM	28 Feb, 2025 06:38:33 PM	26 Feb, 2025 09:50:29 PM	0:02:31		Internal
596114715217			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Feb, 2025 06:33:49 PM	28 Feb, 2025 06:38:33 PM	26 Feb, 2025 09:50:29 PM	0:02:31		Internal
596114715217			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Feb, 2025 06:33:49 PM	28 Feb, 2025 06:38:33 PM	26 Feb, 2025 09:50:29 PM	0:02:31		Internal
596114715217			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		28 Feb, 2025 06:33:49 PM	28 Feb, 2025 06:38:33 PM	26 Feb, 2025 09:50:29 PM	0:02:31		Internal
596114715217			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Feb, 2025 06:33:49 PM	28 Feb, 2025 06:38:33 PM	26 Feb, 2025 09:50:29 PM	0:02:31		Internal
596114715217			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Feb, 2025 06:33:49 PM	28 Feb, 2025 06:38:33 PM	26 Feb, 2025 09:50:29 PM	0:02:31		Internal
596114715217			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Feb, 2025 06:33:49 PM	28 Feb, 2025 06:38:33 PM	26 Feb, 2025 09:50:29 PM	0:02:31		Internal
595162417838			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Feb, 2025 06:45:09 PM	28 Feb, 2025 06:50:49 PM	25 Feb, 2025 02:58:31 PM	0:02:51		Internal
595162417838			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Feb, 2025 06:45:09 PM	28 Feb, 2025 06:50:49 PM	25 Feb, 2025 02:58:31 PM	0:02:51		Internal
595162417838			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Feb, 2025 06:45:09 PM	28 Feb, 2025 06:50:49 PM	25 Feb, 2025 02:58:31 PM	0:02:51		Internal
595162417838			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Feb, 2025 06:45:09 PM	28 Feb, 2025 06:50:49 PM	25 Feb, 2025 02:58:31 PM	0:02:51		Internal
595162417838			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Feb, 2025 06:45:09 PM	28 Feb, 2025 06:50:49 PM	25 Feb, 2025 02:58:31 PM	0:02:51		Internal
595162417838			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Feb, 2025 06:45:09 PM	28 Feb, 2025 06:50:49 PM	25 Feb, 2025 02:58:31 PM	0:02:51		Internal
595162417838			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Feb, 2025 06:45:09 PM	28 Feb, 2025 06:50:49 PM	25 Feb, 2025 02:58:31 PM	0:02:51		Internal
595162417838			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Feb, 2025 06:45:09 PM	28 Feb, 2025 06:50:49 PM	25 Feb, 2025 02:58:31 PM	0:02:51		Internal
595162417838			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Feb, 2025 06:45:09 PM	28 Feb, 2025 06:50:49 PM	25 Feb, 2025 02:58:31 PM	0:02:51		Internal
595162417838			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Feb, 2025 06:45:09 PM	28 Feb, 2025 06:50:49 PM	25 Feb, 2025 02:58:31 PM	0:02:51		Internal
595162417838			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Feb, 2025 06:45:09 PM	28 Feb, 2025 06:50:49 PM	25 Feb, 2025 02:58:31 PM	0:02:51		Internal
595162417838			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Feb, 2025 06:45:09 PM	28 Feb, 2025 06:50:49 PM	25 Feb, 2025 02:58:31 PM	0:02:51		Internal
595162417838			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Feb, 2025 06:45:09 PM	28 Feb, 2025 06:50:49 PM	25 Feb, 2025 02:58:31 PM	0:02:51		Internal
595162417838			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Feb, 2025 06:45:09 PM	28 Feb, 2025 06:50:49 PM	25 Feb, 2025 02:58:31 PM	0:02:51		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595162417838	[redacted]		CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	28 Feb, 2025 06:45:09 PM	28 Feb, 2025 06:50:49 PM	25 Feb, 2025 02:58:31 PM	0:02:51		Internal
595162417838			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Feb, 2025 06:45:09 PM	28 Feb, 2025 06:50:49 PM	25 Feb, 2025 02:58:31 PM	0:02:51		Internal
595162417838			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Feb, 2025 06:45:09 PM	28 Feb, 2025 06:50:49 PM	25 Feb, 2025 02:58:31 PM	0:02:51		Internal
595162417838			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Feb, 2025 06:45:09 PM	28 Feb, 2025 06:50:49 PM	25 Feb, 2025 02:58:31 PM	0:02:51		Internal
595162417838			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Feb, 2025 06:45:09 PM	28 Feb, 2025 06:50:49 PM	25 Feb, 2025 02:58:31 PM	0:02:51		Internal
595162417838			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Feb, 2025 06:45:09 PM	28 Feb, 2025 06:50:49 PM	25 Feb, 2025 02:58:31 PM	0:02:51		Internal
595162417838			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Feb, 2025 06:45:09 PM	28 Feb, 2025 06:50:49 PM	25 Feb, 2025 02:58:31 PM	0:02:51		Internal
595162417838			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Feb, 2025 06:45:09 PM	28 Feb, 2025 06:50:49 PM	25 Feb, 2025 02:58:31 PM	0:02:51		Internal
595162417838			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		28 Feb, 2025 06:45:09 PM	28 Feb, 2025 06:50:49 PM	25 Feb, 2025 02:58:31 PM	0:02:51		Internal
595162417838			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Feb, 2025 06:45:09 PM	28 Feb, 2025 06:50:49 PM	25 Feb, 2025 02:58:31 PM	0:02:51		Internal
595162417838			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Feb, 2025 06:45:09 PM	28 Feb, 2025 06:50:49 PM	25 Feb, 2025 02:58:31 PM	0:02:51		Internal
595162417838			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Feb, 2025 06:45:09 PM	28 Feb, 2025 06:50:49 PM	25 Feb, 2025 02:58:31 PM	0:02:51		Internal
596114672655			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Feb, 2025 06:54:53 PM	28 Feb, 2025 07:00:45 PM	26 Feb, 2025 07:30:34 PM	0:02:25		Internal
596114672655			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Feb, 2025 06:54:53 PM	28 Feb, 2025 07:00:45 PM	26 Feb, 2025 07:30:34 PM	0:02:25		Internal
596114672655			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Feb, 2025 06:54:53 PM	28 Feb, 2025 07:00:45 PM	26 Feb, 2025 07:30:34 PM	0:02:25		Internal
596114672655			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Feb, 2025 06:54:53 PM	28 Feb, 2025 07:00:45 PM	26 Feb, 2025 07:30:34 PM	0:02:25		Internal
596114672655			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Feb, 2025 06:54:53 PM	28 Feb, 2025 07:00:45 PM	26 Feb, 2025 07:30:34 PM	0:02:25		Internal
596114672655			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Feb, 2025 06:54:53 PM	28 Feb, 2025 07:00:45 PM	26 Feb, 2025 07:30:34 PM	0:02:25		Internal
596114672655			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Feb, 2025 06:54:53 PM	28 Feb, 2025 07:00:45 PM	26 Feb, 2025 07:30:34 PM	0:02:25		Internal
596114672655			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Feb, 2025 06:54:53 PM	28 Feb, 2025 07:00:45 PM	26 Feb, 2025 07:30:34 PM	0:02:25		Internal
596114672655			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Feb, 2025 06:54:53 PM	28 Feb, 2025 07:00:45 PM	26 Feb, 2025 07:30:34 PM	0:02:25		Internal
596114672655			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Feb, 2025 06:54:53 PM	28 Feb, 2025 07:00:45 PM	26 Feb, 2025 07:30:34 PM	0:02:25		Internal
596114672655			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Feb, 2025 06:54:53 PM	28 Feb, 2025 07:00:45 PM	26 Feb, 2025 07:30:34 PM	0:02:25		Internal
596114672655			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Feb, 2025 06:54:53 PM	28 Feb, 2025 07:00:45 PM	26 Feb, 2025 07:30:34 PM	0:02:25		Internal
596114672655			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Feb, 2025 06:54:53 PM	28 Feb, 2025 07:00:45 PM	26 Feb, 2025 07:30:34 PM	0:02:25		Internal
596114672655			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Feb, 2025 06:54:53 PM	28 Feb, 2025 07:00:45 PM	26 Feb, 2025 07:30:34 PM	0:02:25		Internal
596114672655			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Feb, 2025 06:54:53 PM	28 Feb, 2025 07:00:45 PM	26 Feb, 2025 07:30:34 PM	0:02:25		Internal
596114672655			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Feb, 2025 06:54:53 PM	28 Feb, 2025 07:00:45 PM	26 Feb, 2025 07:30:34 PM	0:02:25		Internal
596114672655			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Feb, 2025 06:54:53 PM	28 Feb, 2025 07:00:45 PM	26 Feb, 2025 07:30:34 PM	0:02:25		Internal
596114672655			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Feb, 2025 06:54:53 PM	28 Feb, 2025 07:00:45 PM	26 Feb, 2025 07:30:34 PM	0:02:25		Internal
596114672655			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Feb, 2025 06:54:53 PM	28 Feb, 2025 07:00:45 PM	26 Feb, 2025 07:30:34 PM	0:02:25		Internal
596114672655			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Feb, 2025 06:54:53 PM	28 Feb, 2025 07:00:45 PM	26 Feb, 2025 07:30:34 PM	0:02:25		Internal
596114672655			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Feb, 2025 06:54:53 PM	28 Feb, 2025 07:00:45 PM	26 Feb, 2025 07:30:34 PM	0:02:25		Internal
596114672655			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Feb, 2025 06:54:53 PM	28 Feb, 2025 07:00:45 PM	26 Feb, 2025 07:30:34 PM	0:02:25		Internal
596114672655			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		28 Feb, 2025 06:54:53 PM	28 Feb, 2025 07:00:45 PM	26 Feb, 2025 07:30:34 PM	0:02:25		Internal
596114672655			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Feb, 2025 06:54:53 PM	28 Feb, 2025 07:00:45 PM	26 Feb, 2025 07:30:34 PM	0:02:25		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596114672655	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	[redacted]	28 Feb, 2025 06:54:53 PM	28 Feb, 2025 07:00:45 PM	26 Feb, 2025 07:30:34 PM	0:02:25		Internal
596114672655			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Feb, 2025 06:54:53 PM	28 Feb, 2025 07:00:45 PM	26 Feb, 2025 07:30:34 PM	0:02:25		Internal
595160645304			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Feb, 2025 05:31:14 AM	28 Feb, 2025 07:21:46 PM	11 Feb, 2025 07:52:12 PM	0:02:20		Internal
595160645304			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Feb, 2025 05:31:14 AM	28 Feb, 2025 07:21:46 PM	11 Feb, 2025 07:52:12 PM	0:02:20		Internal
595160645304			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Feb, 2025 05:31:14 AM	28 Feb, 2025 07:21:46 PM	11 Feb, 2025 07:52:12 PM	0:02:20		Internal
595160645304			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Feb, 2025 05:31:14 AM	28 Feb, 2025 07:21:46 PM	11 Feb, 2025 07:52:12 PM	0:02:20		Internal
595160645304			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Feb, 2025 05:31:14 AM	28 Feb, 2025 07:21:46 PM	11 Feb, 2025 07:52:12 PM	0:02:20		Internal
595160645304			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Feb, 2025 05:31:14 AM	28 Feb, 2025 07:21:46 PM	11 Feb, 2025 07:52:12 PM	0:02:20		Internal
595160645304			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Feb, 2025 05:31:14 AM	28 Feb, 2025 07:21:46 PM	11 Feb, 2025 07:52:12 PM	0:02:20		Internal
595160645304			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Feb, 2025 05:31:14 AM	28 Feb, 2025 07:21:46 PM	11 Feb, 2025 07:52:12 PM	0:02:20		Internal
595160645304			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Feb, 2025 05:31:14 AM	28 Feb, 2025 07:21:46 PM	11 Feb, 2025 07:52:12 PM	0:02:20		Internal
595160645304			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Feb, 2025 05:31:14 AM	28 Feb, 2025 07:21:46 PM	11 Feb, 2025 07:52:12 PM	0:02:20		Internal
595160645304			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Feb, 2025 05:31:14 AM	28 Feb, 2025 07:21:46 PM	11 Feb, 2025 07:52:12 PM	0:02:20		Internal
595160645304			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Feb, 2025 05:31:14 AM	28 Feb, 2025 07:21:46 PM	11 Feb, 2025 07:52:12 PM	0:02:20		Internal
595160645304			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Feb, 2025 05:31:14 AM	28 Feb, 2025 07:21:46 PM	11 Feb, 2025 07:52:12 PM	0:02:20		Internal
595160645304			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Feb, 2025 05:31:14 AM	28 Feb, 2025 07:21:46 PM	11 Feb, 2025 07:52:12 PM	0:02:20		Internal
595160645304			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Feb, 2025 05:31:14 AM	28 Feb, 2025 07:21:46 PM	11 Feb, 2025 07:52:12 PM	0:02:20		Internal
595160645304			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Feb, 2025 05:31:14 AM	28 Feb, 2025 07:21:46 PM	11 Feb, 2025 07:52:12 PM	0:02:20		Internal
595160645304			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Feb, 2025 05:31:14 AM	28 Feb, 2025 07:21:46 PM	11 Feb, 2025 07:52:12 PM	0:02:20		Internal
595160645304			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 Feb, 2025 05:31:14 AM	28 Feb, 2025 07:21:46 PM	11 Feb, 2025 07:52:12 PM	0:02:20		Internal
595160645304			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Feb, 2025 05:31:14 AM	28 Feb, 2025 07:21:46 PM	11 Feb, 2025 07:52:12 PM	0:02:20		Internal
595160645304			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Feb, 2025 05:31:14 AM	28 Feb, 2025 07:21:46 PM	11 Feb, 2025 07:52:12 PM	0:02:20		Internal
595160645304			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Feb, 2025 05:31:14 AM	28 Feb, 2025 07:21:46 PM	11 Feb, 2025 07:52:12 PM	0:02:20		Internal
595160645304			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Feb, 2025 05:31:14 AM	28 Feb, 2025 07:21:46 PM	11 Feb, 2025 07:52:12 PM	0:02:20		Internal
595160645304			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		13 Feb, 2025 05:31:14 AM	28 Feb, 2025 07:21:46 PM	11 Feb, 2025 07:52:12 PM	0:02:20		Internal
595160645304			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Feb, 2025 05:31:14 AM	28 Feb, 2025 07:21:46 PM	11 Feb, 2025 07:52:12 PM	0:02:20		Internal
595160645304			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Feb, 2025 05:31:14 AM	28 Feb, 2025 07:21:46 PM	11 Feb, 2025 07:52:12 PM	0:02:20		Internal
595160645304			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Feb, 2025 05:31:14 AM	28 Feb, 2025 07:21:46 PM	11 Feb, 2025 07:52:12 PM	0:02:20		Internal
593252548934			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Feb, 2025 07:14:28 PM	28 Feb, 2025 07:24:34 PM	27 Jan, 2025 09:38:41 PM	0:05:05		Internal
593252548934			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Feb, 2025 07:14:28 PM	28 Feb, 2025 07:24:34 PM	27 Jan, 2025 09:38:41 PM	0:05:05		Internal
593252548934			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Feb, 2025 07:14:28 PM	28 Feb, 2025 07:24:34 PM	27 Jan, 2025 09:38:41 PM	0:05:05		Internal
593252548934			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Feb, 2025 07:14:28 PM	28 Feb, 2025 07:24:34 PM	27 Jan, 2025 09:38:41 PM	0:05:05		Internal
593252548934			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Feb, 2025 07:14:28 PM	28 Feb, 2025 07:24:34 PM	27 Jan, 2025 09:38:41 PM	0:05:05		Internal
593252548934			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Feb, 2025 07:14:28 PM	28 Feb, 2025 07:24:34 PM	27 Jan, 2025 09:38:41 PM	0:05:05		Internal
593252548934			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Feb, 2025 07:14:28 PM	28 Feb, 2025 07:24:34 PM	27 Jan, 2025 09:38:41 PM	0:05:05		Internal
593252548934			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Feb, 2025 07:14:28 PM	28 Feb, 2025 07:24:34 PM	27 Jan, 2025 09:38:41 PM	0:05:05		Internal
593252548934			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Feb, 2025 07:14:28 PM	28 Feb, 2025 07:24:34 PM	27 Jan, 2025 09:38:41 PM	0:05:05		Internal
593252548934			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Feb, 2025 07:14:28 PM	28 Feb, 2025 07:24:34 PM	27 Jan, 2025 09:38:41 PM	0:05:05		Internal
593252548934			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Feb, 2025 07:14:28 PM	28 Feb, 2025 07:24:34 PM	27 Jan, 2025 09:38:41 PM	0:05:05		Internal
593252548934			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Feb, 2025 07:14:28 PM	28 Feb, 2025 07:24:34 PM	27 Jan, 2025 09:38:41 PM	0:05:05		Internal
593252548934			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Feb, 2025 07:14:28 PM	28 Feb, 2025 07:24:34 PM	27 Jan, 2025 09:38:41 PM	0:05:05		Internal
593252548934			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Feb, 2025 07:14:28 PM	28 Feb, 2025 07:24:34 PM	27 Jan, 2025 09:38:41 PM	0:05:05		Internal
593252548934			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Feb, 2025 07:14:28 PM	28 Feb, 2025 07:24:34 PM	27 Jan, 2025 09:38:41 PM	0:05:05		Internal
593252548934			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Feb, 2025 07:14:28 PM	28 Feb, 2025 07:24:34 PM	27 Jan, 2025 09:38:41 PM	0:05:05		Internal
593252548934			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Feb, 2025 07:14:28 PM	28 Feb, 2025 07:24:34 PM	27 Jan, 2025 09:38:41 PM	0:05:05		Internal
593252548934			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Feb, 2025 07:14:28 PM	28 Feb, 2025 07:24:34 PM	27 Jan, 2025 09:38:41 PM	0:05:05		Internal
593252548934			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Feb, 2025 07:14:28 PM	28 Feb, 2025 07:24:34 PM	27 Jan, 2025 09:38:41 PM	0:05:05		Internal
593252548934			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Feb, 2025 07:14:28 PM	28 Feb, 2025 07:24:34 PM	27 Jan, 2025 09:38:41 PM	0:05:05		Internal
593252548934			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Feb, 2025 07:14:28 PM	28 Feb, 2025 07:24:34 PM	27 Jan, 2025 09:38:41 PM	0:05:05		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
593252548934	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	[redacted]	28 Feb, 2025 07:14:28 PM	28 Feb, 2025 07:24:34 PM	27 Jan, 2025 09:38:41 PM	0:05:05		Internal
593252548934			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		28 Feb, 2025 07:14:28 PM	28 Feb, 2025 07:24:34 PM	27 Jan, 2025 09:38:41 PM	0:05:05		Internal
593252548934			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Feb, 2025 07:14:28 PM	28 Feb, 2025 07:24:34 PM	27 Jan, 2025 09:38:41 PM	0:05:05		Internal
593252548934			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Feb, 2025 07:14:28 PM	28 Feb, 2025 07:24:34 PM	27 Jan, 2025 09:38:41 PM	0:05:05		Internal
593252548934			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Feb, 2025 07:14:28 PM	28 Feb, 2025 07:24:34 PM	27 Jan, 2025 09:38:41 PM	0:05:05		Internal
595162046769			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Feb, 2025 07:22:37 PM	28 Feb, 2025 07:34:43 PM	21 Feb, 2025 06:02:59 PM	0:02:31		Internal
595162046769			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Feb, 2025 07:22:37 PM	28 Feb, 2025 07:34:43 PM	21 Feb, 2025 06:02:59 PM	0:02:31		Internal
595162046769			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Feb, 2025 07:22:37 PM	28 Feb, 2025 07:34:43 PM	21 Feb, 2025 06:02:59 PM	0:02:31		Internal
595162046769			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Feb, 2025 07:22:37 PM	28 Feb, 2025 07:34:43 PM	21 Feb, 2025 06:02:59 PM	0:02:31		Internal
595162046769			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Feb, 2025 07:22:37 PM	28 Feb, 2025 07:34:43 PM	21 Feb, 2025 06:02:59 PM	0:02:31		Internal
595162046769			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Feb, 2025 07:22:37 PM	28 Feb, 2025 07:34:43 PM	21 Feb, 2025 06:02:59 PM	0:02:31		Internal
595162046769			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Feb, 2025 07:22:37 PM	28 Feb, 2025 07:34:43 PM	21 Feb, 2025 06:02:59 PM	0:02:31		Internal
595162046769			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Feb, 2025 07:22:37 PM	28 Feb, 2025 07:34:43 PM	21 Feb, 2025 06:02:59 PM	0:02:31		Internal
595162046769			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Feb, 2025 07:22:37 PM	28 Feb, 2025 07:34:43 PM	21 Feb, 2025 06:02:59 PM	0:02:31		Internal
595162046769			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Feb, 2025 07:22:37 PM	28 Feb, 2025 07:34:43 PM	21 Feb, 2025 06:02:59 PM	0:02:31		Internal
595162046769			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Feb, 2025 07:22:37 PM	28 Feb, 2025 07:34:43 PM	21 Feb, 2025 06:02:59 PM	0:02:31		Internal
595162046769			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Feb, 2025 07:22:37 PM	28 Feb, 2025 07:34:43 PM	21 Feb, 2025 06:02:59 PM	0:02:31		Internal
595162046769			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Feb, 2025 07:22:37 PM	28 Feb, 2025 07:34:43 PM	21 Feb, 2025 06:02:59 PM	0:02:31		Internal
595162046769			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Feb, 2025 07:22:37 PM	28 Feb, 2025 07:34:43 PM	21 Feb, 2025 06:02:59 PM	0:02:31		Internal
595162046769			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Feb, 2025 07:22:37 PM	28 Feb, 2025 07:34:43 PM	21 Feb, 2025 06:02:59 PM	0:02:31		Internal
595162046769			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Feb, 2025 07:22:37 PM	28 Feb, 2025 07:34:43 PM	21 Feb, 2025 06:02:59 PM	0:02:31		Internal
595162046769			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Feb, 2025 07:22:37 PM	28 Feb, 2025 07:34:43 PM	21 Feb, 2025 06:02:59 PM	0:02:31		Internal
595162046769			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Feb, 2025 07:22:37 PM	28 Feb, 2025 07:34:43 PM	21 Feb, 2025 06:02:59 PM	0:02:31		Internal
595162046769			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Feb, 2025 07:22:37 PM	28 Feb, 2025 07:34:43 PM	21 Feb, 2025 06:02:59 PM	0:02:31		Internal
595162046769			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Feb, 2025 07:22:37 PM	28 Feb, 2025 07:34:43 PM	21 Feb, 2025 06:02:59 PM	0:02:31		Internal
595162046769			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Feb, 2025 07:22:37 PM	28 Feb, 2025 07:34:43 PM	21 Feb, 2025 06:02:59 PM	0:02:31		Internal
595162046769			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Feb, 2025 07:22:37 PM	28 Feb, 2025 07:34:43 PM	21 Feb, 2025 06:02:59 PM	0:02:31		Internal
595162046769			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		28 Feb, 2025 07:22:37 PM	28 Feb, 2025 07:34:43 PM	21 Feb, 2025 06:02:59 PM	0:02:31		Internal
595162046769			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Feb, 2025 07:22:37 PM	28 Feb, 2025 07:34:43 PM	21 Feb, 2025 06:02:59 PM	0:02:31		Internal
595162046769			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Feb, 2025 07:22:37 PM	28 Feb, 2025 07:34:43 PM	21 Feb, 2025 06:02:59 PM	0:02:31		Internal
595162046769			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Feb, 2025 07:22:37 PM	28 Feb, 2025 07:34:43 PM	21 Feb, 2025 06:02:59 PM	0:02:31		Internal
595162462907			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Feb, 2025 12:02:10 PM	28 Feb, 2025 07:35:49 PM	25 Feb, 2025 05:47:31 PM	0:04:22		Internal
595162462907			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Feb, 2025 12:02:10 PM	28 Feb, 2025 07:35:49 PM	25 Feb, 2025 05:47:31 PM	0:04:22		Internal
595162462907			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Feb, 2025 12:02:10 PM	28 Feb, 2025 07:35:49 PM	25 Feb, 2025 05:47:31 PM	0:04:22		Internal
595162462907			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Feb, 2025 12:02:10 PM	28 Feb, 2025 07:35:49 PM	25 Feb, 2025 05:47:31 PM	0:04:22		Internal
595162462907			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Feb, 2025 12:02:10 PM	28 Feb, 2025 07:35:49 PM	25 Feb, 2025 05:47:31 PM	0:04:22		Internal
595162462907			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Feb, 2025 12:02:10 PM	28 Feb, 2025 07:35:49 PM	25 Feb, 2025 05:47:31 PM	0:04:22		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595162462907	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	27 Feb, 2025 12:02:10 PM	28 Feb, 2025 07:35:49 PM	25 Feb, 2025 05:47:31 PM	0:04:22		Internal
595162462907			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Feb, 2025 12:02:10 PM	28 Feb, 2025 07:35:49 PM	25 Feb, 2025 05:47:31 PM	0:04:22		Internal
595162462907			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Feb, 2025 12:02:10 PM	28 Feb, 2025 07:35:49 PM	25 Feb, 2025 05:47:31 PM	0:04:22		Internal
595162462907			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Feb, 2025 12:02:10 PM	28 Feb, 2025 07:35:49 PM	25 Feb, 2025 05:47:31 PM	0:04:22		Internal
595162462907			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Feb, 2025 12:02:10 PM	28 Feb, 2025 07:35:49 PM	25 Feb, 2025 05:47:31 PM	0:04:22		Internal
595162462907			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Feb, 2025 12:02:10 PM	28 Feb, 2025 07:35:49 PM	25 Feb, 2025 05:47:31 PM	0:04:22		Internal
595162462907			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Feb, 2025 12:02:10 PM	28 Feb, 2025 07:35:49 PM	25 Feb, 2025 05:47:31 PM	0:04:22		Internal
595162462907			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Feb, 2025 12:02:10 PM	28 Feb, 2025 07:35:49 PM	25 Feb, 2025 05:47:31 PM	0:04:22		Internal
595162462907			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Feb, 2025 12:02:10 PM	28 Feb, 2025 07:35:49 PM	25 Feb, 2025 05:47:31 PM	0:04:22		Internal
595162462907			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Feb, 2025 12:02:10 PM	28 Feb, 2025 07:35:49 PM	25 Feb, 2025 05:47:31 PM	0:04:22		Internal
595162462907			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Feb, 2025 12:02:10 PM	28 Feb, 2025 07:35:49 PM	25 Feb, 2025 05:47:31 PM	0:04:22		Internal
595162462907			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Feb, 2025 12:02:10 PM	28 Feb, 2025 07:35:49 PM	25 Feb, 2025 05:47:31 PM	0:04:22		Internal
595162462907			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Feb, 2025 12:02:10 PM	28 Feb, 2025 07:35:49 PM	25 Feb, 2025 05:47:31 PM	0:04:22		Internal
595162462907			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Feb, 2025 12:02:10 PM	28 Feb, 2025 07:35:49 PM	25 Feb, 2025 05:47:31 PM	0:04:22		Internal
595162462907			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Feb, 2025 12:02:10 PM	28 Feb, 2025 07:35:49 PM	25 Feb, 2025 05:47:31 PM	0:04:22		Internal
595162462907			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Feb, 2025 12:02:10 PM	28 Feb, 2025 07:35:49 PM	25 Feb, 2025 05:47:31 PM	0:04:22		Internal
595162462907			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		27 Feb, 2025 12:02:10 PM	28 Feb, 2025 07:35:49 PM	25 Feb, 2025 05:47:31 PM	0:04:22		Internal
595162462907			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Feb, 2025 12:02:10 PM	28 Feb, 2025 07:35:49 PM	25 Feb, 2025 05:47:31 PM	0:04:22		Internal
595162462907			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Feb, 2025 12:02:10 PM	28 Feb, 2025 07:35:49 PM	25 Feb, 2025 05:47:31 PM	0:04:22		Internal
595162462907			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Feb, 2025 12:02:10 PM	28 Feb, 2025 07:35:49 PM	25 Feb, 2025 05:47:31 PM	0:04:22		Internal
595161903500			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Feb, 2025 01:01:17 PM	28 Feb, 2025 07:45:29 PM	20 Feb, 2025 07:55:01 PM	0:03:01		Internal
595161903500			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Feb, 2025 01:01:17 PM	28 Feb, 2025 07:45:29 PM	20 Feb, 2025 07:55:01 PM	0:03:01		Internal
595161903500			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Feb, 2025 01:01:17 PM	28 Feb, 2025 07:45:29 PM	20 Feb, 2025 07:55:01 PM	0:03:01		Internal
595161903500			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Feb, 2025 01:01:17 PM	28 Feb, 2025 07:45:29 PM	20 Feb, 2025 07:55:01 PM	0:03:01		Internal
595161903500			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Feb, 2025 01:01:17 PM	28 Feb, 2025 07:45:29 PM	20 Feb, 2025 07:55:01 PM	0:03:01		Internal
595161903500			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Feb, 2025 01:01:17 PM	28 Feb, 2025 07:45:29 PM	20 Feb, 2025 07:55:01 PM	0:03:01		Internal
595161903500			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Feb, 2025 01:01:17 PM	28 Feb, 2025 07:45:29 PM	20 Feb, 2025 07:55:01 PM	0:03:01		Internal
595161903500			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Feb, 2025 01:01:17 PM	28 Feb, 2025 07:45:29 PM	20 Feb, 2025 07:55:01 PM	0:03:01		Internal
595161903500			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Feb, 2025 01:01:17 PM	28 Feb, 2025 07:45:29 PM	20 Feb, 2025 07:55:01 PM	0:03:01		Internal
595161903500			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Feb, 2025 01:01:17 PM	28 Feb, 2025 07:45:29 PM	20 Feb, 2025 07:55:01 PM	0:03:01		Internal
595161903500			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Feb, 2025 01:01:17 PM	28 Feb, 2025 07:45:29 PM	20 Feb, 2025 07:55:01 PM	0:03:01		Internal
595161903500			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Feb, 2025 01:01:17 PM	28 Feb, 2025 07:45:29 PM	20 Feb, 2025 07:55:01 PM	0:03:01		Internal
595161903500			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Feb, 2025 01:01:17 PM	28 Feb, 2025 07:45:29 PM	20 Feb, 2025 07:55:01 PM	0:03:01		Internal
595161903500			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Feb, 2025 01:01:17 PM	28 Feb, 2025 07:45:29 PM	20 Feb, 2025 07:55:01 PM	0:03:01		Internal
595161903500			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Feb, 2025 01:01:17 PM	28 Feb, 2025 07:45:29 PM	20 Feb, 2025 07:55:01 PM	0:03:01		Internal
595161903500			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Feb, 2025 01:01:17 PM	28 Feb, 2025 07:45:29 PM	20 Feb, 2025 07:55:01 PM	0:03:01		Internal
595161903500			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Feb, 2025 01:01:17 PM	28 Feb, 2025 07:45:29 PM	20 Feb, 2025 07:55:01 PM	0:03:01		Internal
595161903500			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Feb, 2025 01:01:17 PM	28 Feb, 2025 07:45:29 PM	20 Feb, 2025 07:55:01 PM	0:03:01		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595161903500	[redacted]	[redacted]	CTE_Res_FT	Rose Riley	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	21 Feb, 2025 01:01:17 PM	28 Feb, 2025 07:45:29 PM	20 Feb, 2025 07:55:01 PM	0:03:01		Internal
595161903500			CTE_Res_FT	Rose Riley	Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Feb, 2025 01:01:17 PM	28 Feb, 2025 07:45:29 PM	20 Feb, 2025 07:55:01 PM	0:03:01		Internal
595161903500			CTE_Res_FT	Rose Riley	Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Feb, 2025 01:01:17 PM	28 Feb, 2025 07:45:29 PM	20 Feb, 2025 07:55:01 PM	0:03:01		Internal
595161903500			CTE_Res_FT	Rose Riley	Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Feb, 2025 01:01:17 PM	28 Feb, 2025 07:45:29 PM	20 Feb, 2025 07:55:01 PM	0:03:01		Internal
595161903500			CTE_Res_FT	Rose Riley	Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		21 Feb, 2025 01:01:17 PM	28 Feb, 2025 07:45:29 PM	20 Feb, 2025 07:55:01 PM	0:03:01		Internal
595161903500			CTE_Res_FT	Rose Riley	Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Feb, 2025 01:01:17 PM	28 Feb, 2025 07:45:29 PM	20 Feb, 2025 07:55:01 PM	0:03:01		Internal
595161903500			CTE_Res_FT	Rose Riley	Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Feb, 2025 01:01:17 PM	28 Feb, 2025 07:45:29 PM	20 Feb, 2025 07:55:01 PM	0:03:01		Internal
595161903500			CTE_Res_FT	Rose Riley	Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Feb, 2025 01:01:17 PM	28 Feb, 2025 07:45:29 PM	20 Feb, 2025 07:55:01 PM	0:03:01		Internal
594150847224			CTE_Res_Moving	Alexis Barnaby	Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Feb, 2025 01:01:11 AM	28 Feb, 2025 07:50:55 PM	05 Feb, 2025 04:24:00 PM	0:05:56		Internal
594150847224			CTE_Res_Moving	Alexis Barnaby	Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Feb, 2025 01:01:11 AM	28 Feb, 2025 07:50:55 PM	05 Feb, 2025 04:24:00 PM	0:05:56		Internal
594150847224			CTE_Res_Moving	Alexis Barnaby	Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Feb, 2025 01:01:11 AM	28 Feb, 2025 07:50:55 PM	05 Feb, 2025 04:24:00 PM	0:05:56		Internal
594150847224			CTE_Res_Moving	Alexis Barnaby	Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Feb, 2025 01:01:11 AM	28 Feb, 2025 07:50:55 PM	05 Feb, 2025 04:24:00 PM	0:05:56		Internal
594150847224			CTE_Res_Moving	Alexis Barnaby	Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Feb, 2025 01:01:11 AM	28 Feb, 2025 07:50:55 PM	05 Feb, 2025 04:24:00 PM	0:05:56		Internal
594150847224			CTE_Res_Moving	Alexis Barnaby	Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Feb, 2025 01:01:11 AM	28 Feb, 2025 07:50:55 PM	05 Feb, 2025 04:24:00 PM	0:05:56		Internal
594150847224			CTE_Res_Moving	Alexis Barnaby	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Feb, 2025 01:01:11 AM	28 Feb, 2025 07:50:55 PM	05 Feb, 2025 04:24:00 PM	0:05:56		Internal
594150847224			CTE_Res_Moving	Alexis Barnaby	Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Feb, 2025 01:01:11 AM	28 Feb, 2025 07:50:55 PM	05 Feb, 2025 04:24:00 PM	0:05:56		Internal
594150847224			CTE_Res_Moving	Alexis Barnaby	Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Feb, 2025 01:01:11 AM	28 Feb, 2025 07:50:55 PM	05 Feb, 2025 04:24:00 PM	0:05:56		Internal
594150847224			CTE_Res_Moving	Alexis Barnaby	Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Feb, 2025 01:01:11 AM	28 Feb, 2025 07:50:55 PM	05 Feb, 2025 04:24:00 PM	0:05:56		Internal
594150847224			CTE_Res_Moving	Alexis Barnaby	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Feb, 2025 01:01:11 AM	28 Feb, 2025 07:50:55 PM	05 Feb, 2025 04:24:00 PM	0:05:56		Internal
594150847224			CTE_Res_Moving	Alexis Barnaby	Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Feb, 2025 01:01:11 AM	28 Feb, 2025 07:50:55 PM	05 Feb, 2025 04:24:00 PM	0:05:56		Internal
594150847224			CTE_Res_Moving	Alexis Barnaby	Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Feb, 2025 01:01:11 AM	28 Feb, 2025 07:50:55 PM	05 Feb, 2025 04:24:00 PM	0:05:56		Internal
594150847224			CTE_Res_Moving	Alexis Barnaby	Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Feb, 2025 01:01:11 AM	28 Feb, 2025 07:50:55 PM	05 Feb, 2025 04:24:00 PM	0:05:56		Internal
594150847224			CTE_Res_Moving	Alexis Barnaby	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Feb, 2025 01:01:11 AM	28 Feb, 2025 07:50:55 PM	05 Feb, 2025 04:24:00 PM	0:05:56		Internal
594150847224			CTE_Res_Moving	Alexis Barnaby	Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Feb, 2025 01:01:11 AM	28 Feb, 2025 07:50:55 PM	05 Feb, 2025 04:24:00 PM	0:05:56		Internal
594150847224			CTE_Res_Moving	Alexis Barnaby	Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Feb, 2025 01:01:11 AM	28 Feb, 2025 07:50:55 PM	05 Feb, 2025 04:24:00 PM	0:05:56		Internal
594150847224			CTE_Res_Moving	Alexis Barnaby	Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Feb, 2025 01:01:11 AM	28 Feb, 2025 07:50:55 PM	05 Feb, 2025 04:24:00 PM	0:05:56		Internal
594150847224			CTE_Res_Moving	Alexis Barnaby	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Feb, 2025 01:01:11 AM	28 Feb, 2025 07:50:55 PM	05 Feb, 2025 04:24:00 PM	0:05:56		Internal
594150847224			CTE_Res_Moving	Alexis Barnaby	Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Feb, 2025 01:01:11 AM	28 Feb, 2025 07:50:55 PM	05 Feb, 2025 04:24:00 PM	0:05:56		Internal
594150847224			CTE_Res_Moving	Alexis Barnaby	Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Feb, 2025 01:01:11 AM	28 Feb, 2025 07:50:55 PM	05 Feb, 2025 04:24:00 PM	0:05:56		Internal
594150847224			CTE_Res_Moving	Alexis Barnaby	Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Feb, 2025 01:01:11 AM	28 Feb, 2025 07:50:55 PM	05 Feb, 2025 04:24:00 PM	0:05:56		Internal
594150847224			CTE_Res_Moving	Alexis Barnaby	Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		06 Feb, 2025 01:01:11 AM	28 Feb, 2025 07:50:55 PM	05 Feb, 2025 04:24:00 PM	0:05:56		Internal
594150847224			CTE_Res_Moving	Alexis Barnaby	Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Feb, 2025 01:01:11 AM	28 Feb, 2025 07:50:55 PM	05 Feb, 2025 04:24:00 PM	0:05:56		Internal
594150847224			CTE_Res_Moving	Alexis Barnaby	Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Feb, 2025 01:01:11 AM	28 Feb, 2025 07:50:55 PM	05 Feb, 2025 04:24:00 PM	0:05:56		Internal
594150847224			CTE_Res_Moving	Alexis Barnaby	Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Feb, 2025 01:01:11 AM	28 Feb, 2025 07:50:55 PM	05 Feb, 2025 04:24:00 PM	0:05:56		Internal
596114898896			CTE_Res_Default	Ethel Harris	Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Feb, 2025 05:01:27 PM	28 Feb, 2025 09:15:54 PM	27 Feb, 2025 11:00:20 PM	0:06:57		Internal
596114898896			CTE_Res_Default	Ethel Harris	Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Feb, 2025 05:01:27 PM	28 Feb, 2025 09:15:54 PM	27 Feb, 2025 11:00:20 PM	0:06:57		Internal
596114898896			CTE_Res_Default	Ethel Harris	Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Feb, 2025 05:01:27 PM	28 Feb, 2025 09:15:54 PM	27 Feb, 2025 11:00:20 PM	0:06:57		Internal
596114898896			CTE_Res_Default	Ethel Harris	Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Feb, 2025 05:01:27 PM	28 Feb, 2025 09:15:54 PM	27 Feb, 2025 11:00:20 PM	0:06:57		Internal
596114898896			CTE_Res_Default	Ethel Harris	Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Feb, 2025 05:01:27 PM	28 Feb, 2025 09:15:54 PM	27 Feb, 2025 11:00:20 PM	0:06:57		Internal
596114898896			CTE_Res_Default	Ethel Harris	Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Feb, 2025 05:01:27 PM	28 Feb, 2025 09:15:54 PM	27 Feb, 2025 11:00:20 PM	0:06:57		Internal
596114898896			CTE_Res_Default	Ethel Harris	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Feb, 2025 05:01:27 PM	28 Feb, 2025 09:15:54 PM	27 Feb, 2025 11:00:20 PM	0:06:57		Internal
596114898896			CTE_Res_Default	Ethel Harris	Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Feb, 2025 05:01:27 PM	28 Feb, 2025 09:15:54 PM	27 Feb, 2025 11:00:20 PM	0:06:57		Internal
596114898896			CTE_Res_Default	Ethel Harris	Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Feb, 2025 05:01:27 PM	28 Feb, 2025 09:15:54 PM	27 Feb, 2025 11:00:20 PM	0:06:57		Internal
596114898896			CTE_Res_Default	Ethel Harris	Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Feb, 2025 05:01:27 PM	28 Feb, 2025 09:15:54 PM	27 Feb, 2025 11:00:20 PM	0:06:57		Internal
596114898896			CTE_Res_Default	Ethel Harris	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Feb, 2025 05:01:27 PM	28 Feb, 2025 09:15:54 PM	27 Feb, 2025 11:00:20 PM	0:06:57		Internal
596114898896			CTE_Res_Default	Ethel Harris	Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Feb, 2025 05:01:27 PM	28 Feb, 2025 09:15:54 PM	27 Feb, 2025 11:00:20 PM	0:06:57		Internal
596114898896			CTE_Res_Default	Ethel Harris	Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Feb, 2025 05:01:27 PM	28 Feb, 2025 09:15:54 PM	27 Feb, 2025 11:00:20 PM	0:06:57		Internal
596114898896			CTE_Res_Default	Ethel Harris	Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Feb, 2025 05:01:27 PM	28 Feb, 2025 09:15:54 PM	27 Feb, 2025 11:00:20 PM	0:06:57		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596114898896	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	28 Feb, 2025 05:01:27 PM	28 Feb, 2025 09:15:54 PM	27 Feb, 2025 11:00:20 PM	0:06:57		Internal
596114898896			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Feb, 2025 05:01:27 PM	28 Feb, 2025 09:15:54 PM	27 Feb, 2025 11:00:20 PM	0:06:57		Internal
596114898896			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Feb, 2025 05:01:27 PM	28 Feb, 2025 09:15:54 PM	27 Feb, 2025 11:00:20 PM	0:06:57		Internal
596114898896			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Feb, 2025 05:01:27 PM	28 Feb, 2025 09:15:54 PM	27 Feb, 2025 11:00:20 PM	0:06:57		Internal
596114898896			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Feb, 2025 05:01:27 PM	28 Feb, 2025 09:15:54 PM	27 Feb, 2025 11:00:20 PM	0:06:57		Internal
596114898896			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Feb, 2025 05:01:27 PM	28 Feb, 2025 09:15:54 PM	27 Feb, 2025 11:00:20 PM	0:06:57		Internal
596114898896			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Feb, 2025 05:01:27 PM	28 Feb, 2025 09:15:54 PM	27 Feb, 2025 11:00:20 PM	0:06:57		Internal
596114898896			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Feb, 2025 05:01:27 PM	28 Feb, 2025 09:15:54 PM	27 Feb, 2025 11:00:20 PM	0:06:57		Internal
596114898896			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		28 Feb, 2025 05:01:27 PM	28 Feb, 2025 09:15:54 PM	27 Feb, 2025 11:00:20 PM	0:06:57		Internal
596114898896			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Feb, 2025 05:01:27 PM	28 Feb, 2025 09:15:54 PM	27 Feb, 2025 11:00:20 PM	0:06:57		Internal
596114898896			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Feb, 2025 05:01:27 PM	28 Feb, 2025 09:15:54 PM	27 Feb, 2025 11:00:20 PM	0:06:57		Internal
596114898896			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Feb, 2025 05:01:27 PM	28 Feb, 2025 09:15:54 PM	27 Feb, 2025 11:00:20 PM	0:06:57		Internal
596114572755			CTE_Res_Payment_Span		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Feb, 2025 01:01:26 AM	28 Feb, 2025 11:24:36 PM	26 Feb, 2025 01:18:55 PM	0:03:03		Internal
596114572755			CTE_Res_Payment_Span		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Feb, 2025 01:01:26 AM	28 Feb, 2025 11:24:36 PM	26 Feb, 2025 01:18:55 PM	0:03:03		Internal
596114572755			CTE_Res_Payment_Span		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Feb, 2025 01:01:26 AM	28 Feb, 2025 11:24:36 PM	26 Feb, 2025 01:18:55 PM	0:03:03		Internal
596114572755			CTE_Res_Payment_Span		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Feb, 2025 01:01:26 AM	28 Feb, 2025 11:24:36 PM	26 Feb, 2025 01:18:55 PM	0:03:03		Internal
596114572755			CTE_Res_Payment_Span		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Feb, 2025 01:01:26 AM	28 Feb, 2025 11:24:36 PM	26 Feb, 2025 01:18:55 PM	0:03:03		Internal
596114572755			CTE_Res_Payment_Span		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Feb, 2025 01:01:26 AM	28 Feb, 2025 11:24:36 PM	26 Feb, 2025 01:18:55 PM	0:03:03		Internal
596114572755			CTE_Res_Payment_Span		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Feb, 2025 01:01:26 AM	28 Feb, 2025 11:24:36 PM	26 Feb, 2025 01:18:55 PM	0:03:03		Internal
596114572755			CTE_Res_Payment_Span		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Feb, 2025 01:01:26 AM	28 Feb, 2025 11:24:36 PM	26 Feb, 2025 01:18:55 PM	0:03:03		Internal
596114572755			CTE_Res_Payment_Span		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Feb, 2025 01:01:26 AM	28 Feb, 2025 11:24:36 PM	26 Feb, 2025 01:18:55 PM	0:03:03		Internal
596114572755			CTE_Res_Payment_Span		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Feb, 2025 01:01:26 AM	28 Feb, 2025 11:24:36 PM	26 Feb, 2025 01:18:55 PM	0:03:03		Internal
596114572755			CTE_Res_Payment_Span		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Feb, 2025 01:01:26 AM	28 Feb, 2025 11:24:36 PM	26 Feb, 2025 01:18:55 PM	0:03:03		Internal
596114572755			CTE_Res_Payment_Span		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Feb, 2025 01:01:26 AM	28 Feb, 2025 11:24:36 PM	26 Feb, 2025 01:18:55 PM	0:03:03		Internal
596114572755			CTE_Res_Payment_Span		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Feb, 2025 01:01:26 AM	28 Feb, 2025 11:24:36 PM	26 Feb, 2025 01:18:55 PM	0:03:03		Internal
596114572755			CTE_Res_Payment_Span		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Feb, 2025 01:01:26 AM	28 Feb, 2025 11:24:36 PM	26 Feb, 2025 01:18:55 PM	0:03:03		Internal
596114572755			CTE_Res_Payment_Span		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Feb, 2025 01:01:26 AM	28 Feb, 2025 11:24:36 PM	26 Feb, 2025 01:18:55 PM	0:03:03		Internal
596114572755			CTE_Res_Payment_Span		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Feb, 2025 01:01:26 AM	28 Feb, 2025 11:24:36 PM	26 Feb, 2025 01:18:55 PM	0:03:03		Internal
596114572755			CTE_Res_Payment_Span		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Feb, 2025 01:01:26 AM	28 Feb, 2025 11:24:36 PM	26 Feb, 2025 01:18:55 PM	0:03:03		Internal
596114572755			CTE_Res_Payment_Span		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Feb, 2025 01:01:26 AM	28 Feb, 2025 11:24:36 PM	26 Feb, 2025 01:18:55 PM	0:03:03		Internal
596114572755			CTE_Res_Payment_Span		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Feb, 2025 01:01:26 AM	28 Feb, 2025 11:24:36 PM	26 Feb, 2025 01:18:55 PM	0:03:03		Internal
596114572755			CTE_Res_Payment_Span		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Feb, 2025 01:01:26 AM	28 Feb, 2025 11:24:36 PM	26 Feb, 2025 01:18:55 PM	0:03:03		Internal
596114572755			CTE_Res_Payment_Span		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Feb, 2025 01:01:26 AM	28 Feb, 2025 11:24:36 PM	26 Feb, 2025 01:18:55 PM	0:03:03		Internal
596114572755			CTE_Res_Payment_Span		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Feb, 2025 01:01:26 AM	28 Feb, 2025 11:24:36 PM	26 Feb, 2025 01:18:55 PM	0:03:03		Internal
596114572755			CTE_Res_Payment_Span		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		28 Feb, 2025 01:01:26 AM	28 Feb, 2025 11:24:36 PM	26 Feb, 2025 01:18:55 PM	0:03:03		Internal
596114572755			CTE_Res_Payment_Span		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Feb, 2025 01:01:26 AM	28 Feb, 2025 11:24:36 PM	26 Feb, 2025 01:18:55 PM	0:03:03		Internal
596114572755			CTE_Res_Payment_Span		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Feb, 2025 01:01:26 AM	28 Feb, 2025 11:24:36 PM	26 Feb, 2025 01:18:55 PM	0:03:03		Internal
596114572755			CTE_Res_Payment_Span		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Feb, 2025 01:01:26 AM	28 Feb, 2025 11:24:36 PM	26 Feb, 2025 01:18:55 PM	0:03:03		Internal
595162218379			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Feb, 2025 06:01:56 AM	28 Feb, 2025 11:28:51 PM	24 Feb, 2025 02:43:22 PM	0:03:51		Internal
595162218379			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Feb, 2025 06:01:56 AM	28 Feb, 2025 11:28:51 PM	24 Feb, 2025 02:43:22 PM	0:03:51		Internal
595162218379			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Feb, 2025 06:01:56 AM	28 Feb, 2025 11:28:51 PM	24 Feb, 2025 02:43:22 PM	0:03:51		Internal
595162218379			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Feb, 2025 06:01:56 AM	28 Feb, 2025 11:28:51 PM	24 Feb, 2025 02:43:22 PM	0:03:51		Internal
595162218379			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Feb, 2025 06:01:56 AM	28 Feb, 2025 11:28:51 PM	24 Feb, 2025 02:43:22 PM	0:03:51		Internal
595162218379			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Feb, 2025 06:01:56 AM	28 Feb, 2025 11:28:51 PM	24 Feb, 2025 02:43:22 PM	0:03:51		Internal
595162218379			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Feb, 2025 06:01:56 AM	28 Feb, 2025 11:28:51 PM	24 Feb, 2025 02:43:22 PM	0:03:51		Internal
595162218379			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Feb, 2025 06:01:56 AM	28 Feb, 2025 11:28:51 PM	24 Feb, 2025 02:43:22 PM	0:03:51		Internal
595162218379			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Feb, 2025 06:01:56 AM	28 Feb, 2025 11:28:51 PM	24 Feb, 2025 02:43:22 PM	0:03:51		Internal
595162218379			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Feb, 2025 06:01:56 AM	28 Feb, 2025 11:28:51 PM	24 Feb, 2025 02:43:22 PM	0:03:51		Internal
595162218379			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Feb, 2025 06:01:56 AM	28 Feb, 2025 11:28:51 PM	24 Feb, 2025 02:43:22 PM	0:03:51		Internal
595162218379			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Feb, 2025 06:01:56 AM	28 Feb, 2025 11:28:51 PM	24 Feb, 2025 02:43:22 PM	0:03:51		Internal
595162218379			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Feb, 2025 06:01:56 AM	28 Feb, 2025 11:28:51 PM	24 Feb, 2025 02:43:22 PM	0:03:51		Internal
595162218379			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Feb, 2025 06:01:56 AM	28 Feb, 2025 11:28:51 PM	24 Feb, 2025 02:43:22 PM	0:03:51		Internal
595162218379			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Feb, 2025 06:01:56 AM	28 Feb, 2025 11:28:51 PM	24 Feb, 2025 02:43:22 PM	0:03:51		Internal
595162218379			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Feb, 2025 06:01:56 AM	28 Feb, 2025 11:28:51 PM	24 Feb, 2025 02:43:22 PM	0:03:51		Internal

Master Contact	Agent Name	Team	Skill		Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595162218379	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	[redacted]	26 Feb, 2025 06:01:56 AM	28 Feb, 2025 11:28:51 PM	24 Feb, 2025 02:43:22 PM	0:03:51		Internal
595162218379			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Feb, 2025 06:01:56 AM	28 Feb, 2025 11:28:51 PM	24 Feb, 2025 02:43:22 PM	0:03:51		Internal
595162218379			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Feb, 2025 06:01:56 AM	28 Feb, 2025 11:28:51 PM	24 Feb, 2025 02:43:22 PM	0:03:51		Internal
595162218379			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Feb, 2025 06:01:56 AM	28 Feb, 2025 11:28:51 PM	24 Feb, 2025 02:43:22 PM	0:03:51		Internal
595162218379			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Feb, 2025 06:01:56 AM	28 Feb, 2025 11:28:51 PM	24 Feb, 2025 02:43:22 PM	0:03:51		Internal
595162218379			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Feb, 2025 06:01:56 AM	28 Feb, 2025 11:28:51 PM	24 Feb, 2025 02:43:22 PM	0:03:51		Internal
595162218379			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		26 Feb, 2025 06:01:56 AM	28 Feb, 2025 11:28:51 PM	24 Feb, 2025 02:43:22 PM	0:03:51		Internal
595162218379			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Feb, 2025 06:01:56 AM	28 Feb, 2025 11:28:51 PM	24 Feb, 2025 02:43:22 PM	0:03:51		Internal
595162218379			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Feb, 2025 06:01:56 AM	28 Feb, 2025 11:28:51 PM	24 Feb, 2025 02:43:22 PM	0:03:51		Internal
595162218379			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Feb, 2025 06:01:56 AM	28 Feb, 2025 11:28:51 PM	24 Feb, 2025 02:43:22 PM	0:03:51		Internal
595162431784			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Feb, 2025 02:01:59 AM	28 Feb, 2025 11:40:32 PM	25 Feb, 2025 04:11:09 PM	0:03:24		Internal
595162431784			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Feb, 2025 02:01:59 AM	28 Feb, 2025 11:40:32 PM	25 Feb, 2025 04:11:09 PM	0:03:24		Internal
595162431784			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Feb, 2025 02:01:59 AM	28 Feb, 2025 11:40:32 PM	25 Feb, 2025 04:11:09 PM	0:03:24		Internal
595162431784			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Feb, 2025 02:01:59 AM	28 Feb, 2025 11:40:32 PM	25 Feb, 2025 04:11:09 PM	0:03:24		Internal
595162431784			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Feb, 2025 02:01:59 AM	28 Feb, 2025 11:40:32 PM	25 Feb, 2025 04:11:09 PM	0:03:24		Internal
595162431784			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Feb, 2025 02:01:59 AM	28 Feb, 2025 11:40:32 PM	25 Feb, 2025 04:11:09 PM	0:03:24		Internal
595162431784			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Feb, 2025 02:01:59 AM	28 Feb, 2025 11:40:32 PM	25 Feb, 2025 04:11:09 PM	0:03:24		Internal
595162431784			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Feb, 2025 02:01:59 AM	28 Feb, 2025 11:40:32 PM	25 Feb, 2025 04:11:09 PM	0:03:24		Internal
595162431784			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Feb, 2025 02:01:59 AM	28 Feb, 2025 11:40:32 PM	25 Feb, 2025 04:11:09 PM	0:03:24		Internal
595162431784			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Feb, 2025 02:01:59 AM	28 Feb, 2025 11:40:32 PM	25 Feb, 2025 04:11:09 PM	0:03:24		Internal
595162431784			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Feb, 2025 02:01:59 AM	28 Feb, 2025 11:40:32 PM	25 Feb, 2025 04:11:09 PM	0:03:24		Internal
595162431784			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Feb, 2025 02:01:59 AM	28 Feb, 2025 11:40:32 PM	25 Feb, 2025 04:11:09 PM	0:03:24		Internal
595162431784			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Feb, 2025 02:01:59 AM	28 Feb, 2025 11:40:32 PM	25 Feb, 2025 04:11:09 PM	0:03:24		Internal
595162431784			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Feb, 2025 02:01:59 AM	28 Feb, 2025 11:40:32 PM	25 Feb, 2025 04:11:09 PM	0:03:24		Internal
595162431784			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Feb, 2025 02:01:59 AM	28 Feb, 2025 11:40:32 PM	25 Feb, 2025 04:11:09 PM	0:03:24		Internal
595162431784			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Feb, 2025 02:01:59 AM	28 Feb, 2025 11:40:32 PM	25 Feb, 2025 04:11:09 PM	0:03:24		Internal
595162431784			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Feb, 2025 02:01:59 AM	28 Feb, 2025 11:40:32 PM	25 Feb, 2025 04:11:09 PM	0:03:24		Internal
595162431784			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Feb, 2025 02:01:59 AM	28 Feb, 2025 11:40:32 PM	25 Feb, 2025 04:11:09 PM	0:03:24		Internal
595162431784			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Feb, 2025 02:01:59 AM	28 Feb, 2025 11:40:32 PM	25 Feb, 2025 04:11:09 PM	0:03:24		Internal
595162431784			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Feb, 2025 02:01:59 AM	28 Feb, 2025 11:40:32 PM	25 Feb, 2025 04:11:09 PM	0:03:24		Internal
595162431784			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Feb, 2025 02:01:59 AM	28 Feb, 2025 11:40:32 PM	25 Feb, 2025 04:11:09 PM	0:03:24		Internal
595162431784			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Feb, 2025 02:01:59 AM	28 Feb, 2025 11:40:32 PM	25 Feb, 2025 04:11:09 PM	0:03:24		Internal
595162431784			CTE_Bus_Solar		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		26 Feb, 2025 02:01:59 AM	28 Feb, 2025 11:40:32 PM	25 Feb, 2025 04:11:09 PM	0:03:24		Internal
595162431784			CTE_Bus_Solar		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Feb, 2025 02:01:59 AM	28 Feb, 2025 11:40:32 PM	25 Feb, 2025 04:11:09 PM	0:03:24		Internal
595162431784			CTE_Bus_Solar		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Feb, 2025 02:01:59 AM	28 Feb, 2025 11:40:32 PM	25 Feb, 2025 04:11:09 PM	0:03:24		Internal
595162431784			CTE_Bus_Solar		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Feb, 2025 02:01:59 AM	28 Feb, 2025 11:40:32 PM	25 Feb, 2025 04:11:09 PM	0:03:24		Internal
595162212818			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Feb, 2025 03:00:22 PM	01 Mar, 2025 12:21:16 AM	24 Feb, 2025 02:23:53 PM	0:04:57		Internal
595162212818			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Feb, 2025 03:00:22 PM	01 Mar, 2025 12:21:16 AM	24 Feb, 2025 02:23:53 PM	0:04:57		Internal
595162212818			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Feb, 2025 03:00:22 PM	01 Mar, 2025 12:21:16 AM	24 Feb, 2025 02:23:53 PM	0:04:57		Internal
595162212818			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Feb, 2025 03:00:22 PM	01 Mar, 2025 12:21:16 AM	24 Feb, 2025 02:23:53 PM	0:04:57		Internal
595162212818			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Feb, 2025 03:00:22 PM	01 Mar, 2025 12:21:16 AM	24 Feb, 2025 02:23:53 PM	0:04:57		Internal
595162212818			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Feb, 2025 03:00:22 PM	01 Mar, 2025 12:21:16 AM	24 Feb, 2025 02:23:53 PM	0:04:57		Internal
595162212818			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Feb, 2025 03:00:22 PM	01 Mar, 2025 12:21:16 AM	24 Feb, 2025 02:23:53 PM	0:04:57		Internal
595162212818			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Feb, 2025 03:00:22 PM	01 Mar, 2025 12:21:16 AM	24 Feb, 2025 02:23:53 PM	0:04:57		Internal
595162212818			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Feb, 2025 03:00:22 PM	01 Mar, 2025 12:21:16 AM	24 Feb, 2025 02:23:53 PM	0:04:57		Internal
595162212818			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Feb, 2025 03:00:22 PM	01 Mar, 2025 12:21:16 AM	24 Feb, 2025 02:23:53 PM	0:04:57		Internal
595162212818			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Feb, 2025 03:00:22 PM	01 Mar, 2025 12:21:16 AM	24 Feb, 2025 02:23:53 PM	0:04:57		Internal
595162212818			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Feb, 2025 03:00:22 PM	01 Mar, 2025 12:21:16 AM	24 Feb, 2025 02:23:53 PM	0:04:57		Internal
595162212818			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Feb, 2025 03:00:22 PM	01 Mar, 2025 12:21:16 AM	24 Feb, 2025 02:23:53 PM	0:04:57		Internal
595162212818			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Feb, 2025 03:00:22 PM	01 Mar, 2025 12:21:16 AM	24 Feb, 2025 02:23:53 PM	0:04:57		Internal
595162212818			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Feb, 2025 03:00:22 PM	01 Mar, 2025 12:21:16 AM	24 Feb, 2025 02:23:53 PM	0:04:57		Internal
595162212818			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Feb, 2025 03:00:22 PM	01 Mar, 2025 12:21:16 AM	24 Feb, 2025 02:23:53 PM	0:04:57		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595162212818	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	[redacted]	24 Feb, 2025 03:00:22 PM	01 Mar, 2025 12:21:16 AM	24 Feb, 2025 02:23:53 PM	0:04:57		Internal
595162212818			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Feb, 2025 03:00:22 PM	01 Mar, 2025 12:21:16 AM	24 Feb, 2025 02:23:53 PM	0:04:57		Internal
595162212818			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Feb, 2025 03:00:22 PM	01 Mar, 2025 12:21:16 AM	24 Feb, 2025 02:23:53 PM	0:04:57		Internal
595162212818			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Feb, 2025 03:00:22 PM	01 Mar, 2025 12:21:16 AM	24 Feb, 2025 02:23:53 PM	0:04:57		Internal
595162212818			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Feb, 2025 03:00:22 PM	01 Mar, 2025 12:21:16 AM	24 Feb, 2025 02:23:53 PM	0:04:57		Internal
595162212818			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Feb, 2025 03:00:22 PM	01 Mar, 2025 12:21:16 AM	24 Feb, 2025 02:23:53 PM	0:04:57		Internal
595162212818			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		24 Feb, 2025 03:00:22 PM	01 Mar, 2025 12:21:16 AM	24 Feb, 2025 02:23:53 PM	0:04:57		Internal
595162212818			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Feb, 2025 03:00:22 PM	01 Mar, 2025 12:21:16 AM	24 Feb, 2025 02:23:53 PM	0:04:57		Internal
595162212818			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Feb, 2025 03:00:22 PM	01 Mar, 2025 12:21:16 AM	24 Feb, 2025 02:23:53 PM	0:04:57		Internal
595162212818			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Feb, 2025 03:00:22 PM	01 Mar, 2025 12:21:16 AM	24 Feb, 2025 02:23:53 PM	0:04:57		Internal
595161003616			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Feb, 2025 06:31:03 PM	01 Mar, 2025 12:38:23 AM	13 Feb, 2025 10:36:48 PM	0:09:25		Internal
595161003616			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Feb, 2025 06:31:03 PM	01 Mar, 2025 12:38:23 AM	13 Feb, 2025 10:36:48 PM	0:09:25		Internal
595161003616			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Feb, 2025 06:31:03 PM	01 Mar, 2025 12:38:23 AM	13 Feb, 2025 10:36:48 PM	0:09:25		Internal
595161003616			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Feb, 2025 06:31:03 PM	01 Mar, 2025 12:38:23 AM	13 Feb, 2025 10:36:48 PM	0:09:25		Internal
595161003616			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Feb, 2025 06:31:03 PM	01 Mar, 2025 12:38:23 AM	13 Feb, 2025 10:36:48 PM	0:09:25		Internal
595161003616			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Feb, 2025 06:31:03 PM	01 Mar, 2025 12:38:23 AM	13 Feb, 2025 10:36:48 PM	0:09:25		Internal
595161003616			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Feb, 2025 06:31:03 PM	01 Mar, 2025 12:38:23 AM	13 Feb, 2025 10:36:48 PM	0:09:25		Internal
595161003616			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Feb, 2025 06:31:03 PM	01 Mar, 2025 12:38:23 AM	13 Feb, 2025 10:36:48 PM	0:09:25		Internal
595161003616			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Feb, 2025 06:31:03 PM	01 Mar, 2025 12:38:23 AM	13 Feb, 2025 10:36:48 PM	0:09:25		Internal
595161003616			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Feb, 2025 06:31:03 PM	01 Mar, 2025 12:38:23 AM	13 Feb, 2025 10:36:48 PM	0:09:25		Internal
595161003616			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Feb, 2025 06:31:03 PM	01 Mar, 2025 12:38:23 AM	13 Feb, 2025 10:36:48 PM	0:09:25		Internal
595161003616			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Feb, 2025 06:31:03 PM	01 Mar, 2025 12:38:23 AM	13 Feb, 2025 10:36:48 PM	0:09:25		Internal
595161003616			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Feb, 2025 06:31:03 PM	01 Mar, 2025 12:38:23 AM	13 Feb, 2025 10:36:48 PM	0:09:25		Internal
595161003616			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Feb, 2025 06:31:03 PM	01 Mar, 2025 12:38:23 AM	13 Feb, 2025 10:36:48 PM	0:09:25		Internal
595161003616			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Feb, 2025 06:31:03 PM	01 Mar, 2025 12:38:23 AM	13 Feb, 2025 10:36:48 PM	0:09:25		Internal
595161003616			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Feb, 2025 06:31:03 PM	01 Mar, 2025 12:38:23 AM	13 Feb, 2025 10:36:48 PM	0:09:25		Internal
595161003616			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Feb, 2025 06:31:03 PM	01 Mar, 2025 12:38:23 AM	13 Feb, 2025 10:36:48 PM	0:09:25		Internal
595161003616			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Feb, 2025 06:31:03 PM	01 Mar, 2025 12:38:23 AM	13 Feb, 2025 10:36:48 PM	0:09:25		Internal
595161003616			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Feb, 2025 06:31:03 PM	01 Mar, 2025 12:38:23 AM	13 Feb, 2025 10:36:48 PM	0:09:25		Internal
595161003616			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Feb, 2025 06:31:03 PM	01 Mar, 2025 12:38:23 AM	13 Feb, 2025 10:36:48 PM	0:09:25		Internal
595161003616			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Feb, 2025 06:31:03 PM	01 Mar, 2025 12:38:23 AM	13 Feb, 2025 10:36:48 PM	0:09:25		Internal
595161003616			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Feb, 2025 06:31:03 PM	01 Mar, 2025 12:38:23 AM	13 Feb, 2025 10:36:48 PM	0:09:25		Internal
595161003616			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		14 Feb, 2025 06:31:03 PM	01 Mar, 2025 12:38:23 AM	13 Feb, 2025 10:36:48 PM	0:09:25		Internal
595161003616			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Feb, 2025 06:31:03 PM	01 Mar, 2025 12:38:23 AM	13 Feb, 2025 10:36:48 PM	0:09:25		Internal
595161003616			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Feb, 2025 06:31:03 PM	01 Mar, 2025 12:38:23 AM	13 Feb, 2025 10:36:48 PM	0:09:25		Internal
595161003616			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Feb, 2025 06:31:03 PM	01 Mar, 2025 12:38:23 AM	13 Feb, 2025 10:36:48 PM	0:09:25		Internal
595161636659			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Feb, 2025 08:01:01 AM	01 Mar, 2025 12:51:32 AM	19 Feb, 2025 02:53:40 PM	0:02:44		Internal
595161636659			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Feb, 2025 08:01:01 AM	01 Mar, 2025 12:51:32 AM	19 Feb, 2025 02:53:40 PM	0:02:44		Internal
595161636659			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Feb, 2025 08:01:01 AM	01 Mar, 2025 12:51:32 AM	19 Feb, 2025 02:53:40 PM	0:02:44		Internal
595161636659			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Feb, 2025 08:01:01 AM	01 Mar, 2025 12:51:32 AM	19 Feb, 2025 02:53:40 PM	0:02:44		Internal
595161636659			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Feb, 2025 08:01:01 AM	01 Mar, 2025 12:51:32 AM	19 Feb, 2025 02:53:40 PM	0:02:44		Internal
595161636659			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		20 Feb, 2025 08:01:01 AM	01 Mar, 2025 12:51:32 AM	19 Feb, 2025 02:53:40 PM	0:02:44		Internal
595161636659			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 Feb, 2025 08:01:01 AM	01 Mar, 2025 12:51:32 AM	19 Feb, 2025 02:53:40 PM	0:02:44		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595161636659	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	[redacted]	20 Feb, 2025 08:01:01 AM	01 Mar, 2025 12:51:32 AM	19 Feb, 2025 02:53:40 PM	0:02:44		Internal
595161636659			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 Feb, 2025 08:01:01 AM	01 Mar, 2025 12:51:32 AM	19 Feb, 2025 02:53:40 PM	0:02:44		Internal
595161636659			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		20 Feb, 2025 08:01:01 AM	01 Mar, 2025 12:51:32 AM	19 Feb, 2025 02:53:40 PM	0:02:44		Internal
595161636659			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		20 Feb, 2025 08:01:01 AM	01 Mar, 2025 12:51:32 AM	19 Feb, 2025 02:53:40 PM	0:02:44		Internal
595161636659			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Feb, 2025 08:01:01 AM	01 Mar, 2025 12:51:32 AM	19 Feb, 2025 02:53:40 PM	0:02:44		Internal
595161636659			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 Feb, 2025 08:01:01 AM	01 Mar, 2025 12:51:32 AM	19 Feb, 2025 02:53:40 PM	0:02:44		Internal
595161636659			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		20 Feb, 2025 08:01:01 AM	01 Mar, 2025 12:51:32 AM	19 Feb, 2025 02:53:40 PM	0:02:44		Internal
595161636659			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		20 Feb, 2025 08:01:01 AM	01 Mar, 2025 12:51:32 AM	19 Feb, 2025 02:53:40 PM	0:02:44		Internal
595161636659			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Feb, 2025 08:01:01 AM	01 Mar, 2025 12:51:32 AM	19 Feb, 2025 02:53:40 PM	0:02:44		Internal
595161636659			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 Feb, 2025 08:01:01 AM	01 Mar, 2025 12:51:32 AM	19 Feb, 2025 02:53:40 PM	0:02:44		Internal
595161636659			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		20 Feb, 2025 08:01:01 AM	01 Mar, 2025 12:51:32 AM	19 Feb, 2025 02:53:40 PM	0:02:44		Internal
595161636659			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		20 Feb, 2025 08:01:01 AM	01 Mar, 2025 12:51:32 AM	19 Feb, 2025 02:53:40 PM	0:02:44		Internal
595161636659			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Feb, 2025 08:01:01 AM	01 Mar, 2025 12:51:32 AM	19 Feb, 2025 02:53:40 PM	0:02:44		Internal
595161636659			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 Feb, 2025 08:01:01 AM	01 Mar, 2025 12:51:32 AM	19 Feb, 2025 02:53:40 PM	0:02:44		Internal
595161636659			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 Feb, 2025 08:01:01 AM	01 Mar, 2025 12:51:32 AM	19 Feb, 2025 02:53:40 PM	0:02:44		Internal
595161636659			CTE_Res_FT		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		20 Feb, 2025 08:01:01 AM	01 Mar, 2025 12:51:32 AM	19 Feb, 2025 02:53:40 PM	0:02:44		Internal
595161636659			CTE_Res_FT		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 Feb, 2025 08:01:01 AM	01 Mar, 2025 12:51:32 AM	19 Feb, 2025 02:53:40 PM	0:02:44		Internal
595161636659			CTE_Res_FT		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Feb, 2025 08:01:01 AM	01 Mar, 2025 12:51:32 AM	19 Feb, 2025 02:53:40 PM	0:02:44		Internal
595161636659			CTE_Res_FT		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Feb, 2025 08:01:01 AM	01 Mar, 2025 12:51:32 AM	19 Feb, 2025 02:53:40 PM	0:02:44		Internal
595161427671			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Feb, 2025 08:01:03 AM	01 Mar, 2025 12:59:05 AM	18 Feb, 2025 02:42:28 PM	0:03:14		Internal
595161427671			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Feb, 2025 08:01:03 AM	01 Mar, 2025 12:59:05 AM	18 Feb, 2025 02:42:28 PM	0:03:14		Internal
595161427671			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Feb, 2025 08:01:03 AM	01 Mar, 2025 12:59:05 AM	18 Feb, 2025 02:42:28 PM	0:03:14		Internal
595161427671			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Feb, 2025 08:01:03 AM	01 Mar, 2025 12:59:05 AM	18 Feb, 2025 02:42:28 PM	0:03:14		Internal
595161427671			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Feb, 2025 08:01:03 AM	01 Mar, 2025 12:59:05 AM	18 Feb, 2025 02:42:28 PM	0:03:14		Internal
595161427671			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		20 Feb, 2025 08:01:03 AM	01 Mar, 2025 12:59:05 AM	18 Feb, 2025 02:42:28 PM	0:03:14		Internal
595161427671			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 Feb, 2025 08:01:03 AM	01 Mar, 2025 12:59:05 AM	18 Feb, 2025 02:42:28 PM	0:03:14		Internal
595161427671			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 Feb, 2025 08:01:03 AM	01 Mar, 2025 12:59:05 AM	18 Feb, 2025 02:42:28 PM	0:03:14		Internal
595161427671			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 Feb, 2025 08:01:03 AM	01 Mar, 2025 12:59:05 AM	18 Feb, 2025 02:42:28 PM	0:03:14		Internal
595161427671			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		20 Feb, 2025 08:01:03 AM	01 Mar, 2025 12:59:05 AM	18 Feb, 2025 02:42:28 PM	0:03:14		Internal
595161427671			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		20 Feb, 2025 08:01:03 AM	01 Mar, 2025 12:59:05 AM	18 Feb, 2025 02:42:28 PM	0:03:14		Internal
595161427671			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Feb, 2025 08:01:03 AM	01 Mar, 2025 12:59:05 AM	18 Feb, 2025 02:42:28 PM	0:03:14		Internal
595161427671			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 Feb, 2025 08:01:03 AM	01 Mar, 2025 12:59:05 AM	18 Feb, 2025 02:42:28 PM	0:03:14		Internal
595161427671			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		20 Feb, 2025 08:01:03 AM	01 Mar, 2025 12:59:05 AM	18 Feb, 2025 02:42:28 PM	0:03:14		Internal
595161427671			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		20 Feb, 2025 08:01:03 AM	01 Mar, 2025 12:59:05 AM	18 Feb, 2025 02:42:28 PM	0:03:14		Internal
595161427671			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Feb, 2025 08:01:03 AM	01 Mar, 2025 12:59:05 AM	18 Feb, 2025 02:42:28 PM	0:03:14		Internal
595161427671			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 Feb, 2025 08:01:03 AM	01 Mar, 2025 12:59:05 AM	18 Feb, 2025 02:42:28 PM	0:03:14		Internal
595161427671			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		20 Feb, 2025 08:01:03 AM	01 Mar, 2025 12:59:05 AM	18 Feb, 2025 02:42:28 PM	0:03:14		Internal
595161427671			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		20 Feb, 2025 08:01:03 AM	01 Mar, 2025 12:59:05 AM	18 Feb, 2025 02:42:28 PM	0:03:14		Internal
595161427671			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Feb, 2025 08:01:03 AM	01 Mar, 2025 12:59:05 AM	18 Feb, 2025 02:42:28 PM	0:03:14		Internal
595161427671			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 Feb, 2025 08:01:03 AM	01 Mar, 2025 12:59:05 AM	18 Feb, 2025 02:42:28 PM	0:03:14		Internal
595161427671			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 Feb, 2025 08:01:03 AM	01 Mar, 2025 12:59:05 AM	18 Feb, 2025 02:42:28 PM	0:03:14		Internal
595161427671			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		20 Feb, 2025 08:01:03 AM	01 Mar, 2025 12:59:05 AM	18 Feb, 2025 02:42:28 PM	0:03:14		Internal
595161427671			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 Feb, 2025 08:01:03 AM	01 Mar, 2025 12:59:05 AM	18 Feb, 2025 02:42:28 PM	0:03:14		Internal
595161427671			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Feb, 2025 08:01:03 AM	01 Mar, 2025 12:59:05 AM	18 Feb, 2025 02:42:28 PM	0:03:14		Internal
595161427671			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Feb, 2025 08:01:03 AM	01 Mar, 2025 12:59:05 AM	18 Feb, 2025 02:42:28 PM	0:03:14		Internal
595161789966			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Feb, 2025 09:01:18 AM	01 Mar, 2025 01:02:59 AM	19 Feb, 2025 11:49:34 PM	0:04:50		Internal
595161789966			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Feb, 2025 09:01:18 AM	01 Mar, 2025 01:02:59 AM	19 Feb, 2025 11:49:34 PM	0:04:50		Internal
595161789966			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Feb, 2025 09:01:18 AM	01 Mar, 2025 01:02:59 AM	19 Feb, 2025 11:49:34 PM	0:04:50		Internal
595161789966			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Feb, 2025 09:01:18 AM	01 Mar, 2025 01:02:59 AM	19 Feb, 2025 11:49:34 PM	0:04:50		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595161789966	[redacted]	[redacted]	CTE_Res_Outage_Span	[redacted]	Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	[redacted]	21 Feb, 2025 09:01:18 AM	01 Mar, 2025 01:02:59 AM	19 Feb, 2025 11:49:34 PM	0:04:50		Internal
595161789966			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Feb, 2025 09:01:18 AM	01 Mar, 2025 01:02:59 AM	19 Feb, 2025 11:49:34 PM	0:04:50		Internal
595161789966			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Feb, 2025 09:01:18 AM	01 Mar, 2025 01:02:59 AM	19 Feb, 2025 11:49:34 PM	0:04:50		Internal
595161789966			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Feb, 2025 09:01:18 AM	01 Mar, 2025 01:02:59 AM	19 Feb, 2025 11:49:34 PM	0:04:50		Internal
595161789966			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Feb, 2025 09:01:18 AM	01 Mar, 2025 01:02:59 AM	19 Feb, 2025 11:49:34 PM	0:04:50		Internal
595161789966			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Feb, 2025 09:01:18 AM	01 Mar, 2025 01:02:59 AM	19 Feb, 2025 11:49:34 PM	0:04:50		Internal
595161789966			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Feb, 2025 09:01:18 AM	01 Mar, 2025 01:02:59 AM	19 Feb, 2025 11:49:34 PM	0:04:50		Internal
595161789966			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Feb, 2025 09:01:18 AM	01 Mar, 2025 01:02:59 AM	19 Feb, 2025 11:49:34 PM	0:04:50		Internal
595161789966			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Feb, 2025 09:01:18 AM	01 Mar, 2025 01:02:59 AM	19 Feb, 2025 11:49:34 PM	0:04:50		Internal
595161789966			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Feb, 2025 09:01:18 AM	01 Mar, 2025 01:02:59 AM	19 Feb, 2025 11:49:34 PM	0:04:50		Internal
595161789966			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Feb, 2025 09:01:18 AM	01 Mar, 2025 01:02:59 AM	19 Feb, 2025 11:49:34 PM	0:04:50		Internal
595161789966			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Feb, 2025 09:01:18 AM	01 Mar, 2025 01:02:59 AM	19 Feb, 2025 11:49:34 PM	0:04:50		Internal
595161789966			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Feb, 2025 09:01:18 AM	01 Mar, 2025 01:02:59 AM	19 Feb, 2025 11:49:34 PM	0:04:50		Internal
595161789966			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Feb, 2025 09:01:18 AM	01 Mar, 2025 01:02:59 AM	19 Feb, 2025 11:49:34 PM	0:04:50		Internal
595161789966			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Feb, 2025 09:01:18 AM	01 Mar, 2025 01:02:59 AM	19 Feb, 2025 11:49:34 PM	0:04:50		Internal
595161789966			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Feb, 2025 09:01:18 AM	01 Mar, 2025 01:02:59 AM	19 Feb, 2025 11:49:34 PM	0:04:50		Internal
595161789966			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Feb, 2025 09:01:18 AM	01 Mar, 2025 01:02:59 AM	19 Feb, 2025 11:49:34 PM	0:04:50		Internal
595161789966			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Feb, 2025 09:01:18 AM	01 Mar, 2025 01:02:59 AM	19 Feb, 2025 11:49:34 PM	0:04:50		Internal
595161789966			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		21 Feb, 2025 09:01:18 AM	01 Mar, 2025 01:02:59 AM	19 Feb, 2025 11:49:34 PM	0:04:50		Internal
595161789966			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Feb, 2025 09:01:18 AM	01 Mar, 2025 01:02:59 AM	19 Feb, 2025 11:49:34 PM	0:04:50		Internal
595161789966			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Feb, 2025 09:01:18 AM	01 Mar, 2025 01:02:59 AM	19 Feb, 2025 11:49:34 PM	0:04:50		Internal
595161789966			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Feb, 2025 09:01:18 AM	01 Mar, 2025 01:02:59 AM	19 Feb, 2025 11:49:34 PM	0:04:50		Internal
595161380859			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Feb, 2025 01:31:20 PM	01 Mar, 2025 01:15:58 AM	17 Feb, 2025 10:19:07 PM	0:04:15		Internal
595161380859			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Feb, 2025 01:31:20 PM	01 Mar, 2025 01:15:58 AM	17 Feb, 2025 10:19:07 PM	0:04:15		Internal
595161380859			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Feb, 2025 01:31:20 PM	01 Mar, 2025 01:15:58 AM	17 Feb, 2025 10:19:07 PM	0:04:15		Internal
595161380859			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Feb, 2025 01:31:20 PM	01 Mar, 2025 01:15:58 AM	17 Feb, 2025 10:19:07 PM	0:04:15		Internal
595161380859			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Feb, 2025 01:31:20 PM	01 Mar, 2025 01:15:58 AM	17 Feb, 2025 10:19:07 PM	0:04:15		Internal
595161380859			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Feb, 2025 01:31:20 PM	01 Mar, 2025 01:15:58 AM	17 Feb, 2025 10:19:07 PM	0:04:15		Internal
595161380859			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Feb, 2025 01:31:20 PM	01 Mar, 2025 01:15:58 AM	17 Feb, 2025 10:19:07 PM	0:04:15		Internal
595161380859			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Feb, 2025 01:31:20 PM	01 Mar, 2025 01:15:58 AM	17 Feb, 2025 10:19:07 PM	0:04:15		Internal
595161380859			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Feb, 2025 01:31:20 PM	01 Mar, 2025 01:15:58 AM	17 Feb, 2025 10:19:07 PM	0:04:15		Internal
595161380859			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Feb, 2025 01:31:20 PM	01 Mar, 2025 01:15:58 AM	17 Feb, 2025 10:19:07 PM	0:04:15		Internal
595161380859			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Feb, 2025 01:31:20 PM	01 Mar, 2025 01:15:58 AM	17 Feb, 2025 10:19:07 PM	0:04:15		Internal
595161380859			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Feb, 2025 01:31:20 PM	01 Mar, 2025 01:15:58 AM	17 Feb, 2025 10:19:07 PM	0:04:15		Internal
595161380859			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Feb, 2025 01:31:20 PM	01 Mar, 2025 01:15:58 AM	17 Feb, 2025 10:19:07 PM	0:04:15		Internal
595161380859			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Feb, 2025 01:31:20 PM	01 Mar, 2025 01:15:58 AM	17 Feb, 2025 10:19:07 PM	0:04:15		Internal
595161380859			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Feb, 2025 01:31:20 PM	01 Mar, 2025 01:15:58 AM	17 Feb, 2025 10:19:07 PM	0:04:15		Internal
595161380859			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Feb, 2025 01:31:20 PM	01 Mar, 2025 01:15:58 AM	17 Feb, 2025 10:19:07 PM	0:04:15		Internal
595161380859			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Feb, 2025 01:31:20 PM	01 Mar, 2025 01:15:58 AM	17 Feb, 2025 10:19:07 PM	0:04:15		Internal

Master Contact	[redacted]	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595161380859		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Feb, 2025 01:31:20 PM	01 Mar, 2025 01:15:58 AM	17 Feb, 2025 10:19:07 PM	0:04:15		Internal
595161380859		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Feb, 2025 01:31:20 PM	01 Mar, 2025 01:15:58 AM	17 Feb, 2025 10:19:07 PM	0:04:15		Internal
595161380859		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Feb, 2025 01:31:20 PM	01 Mar, 2025 01:15:58 AM	17 Feb, 2025 10:19:07 PM	0:04:15		Internal
595161380859		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Feb, 2025 01:31:20 PM	01 Mar, 2025 01:15:58 AM	17 Feb, 2025 10:19:07 PM	0:04:15		Internal
595161380859		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Feb, 2025 01:31:20 PM	01 Mar, 2025 01:15:58 AM	17 Feb, 2025 10:19:07 PM	0:04:15		Internal
595161380859		CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		18 Feb, 2025 01:31:20 PM	01 Mar, 2025 01:15:58 AM	17 Feb, 2025 10:19:07 PM	0:04:15		Internal
595161380859		CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Feb, 2025 01:31:20 PM	01 Mar, 2025 01:15:58 AM	17 Feb, 2025 10:19:07 PM	0:04:15		Internal
595161380859		CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Feb, 2025 01:31:20 PM	01 Mar, 2025 01:15:58 AM	17 Feb, 2025 10:19:07 PM	0:04:15		Internal
595161380859		CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Feb, 2025 01:31:20 PM	01 Mar, 2025 01:15:58 AM	17 Feb, 2025 10:19:07 PM	0:04:15		Internal
595161455833		CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Feb, 2025 04:31:13 PM	01 Mar, 2025 01:21:10 AM	18 Feb, 2025 04:23:31 PM	0:02:03		Internal
595161455833		CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Feb, 2025 04:31:13 PM	01 Mar, 2025 01:21:10 AM	18 Feb, 2025 04:23:31 PM	0:02:03		Internal
595161455833		CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Feb, 2025 04:31:13 PM	01 Mar, 2025 01:21:10 AM	18 Feb, 2025 04:23:31 PM	0:02:03		Internal
595161455833		CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Feb, 2025 04:31:13 PM	01 Mar, 2025 01:21:10 AM	18 Feb, 2025 04:23:31 PM	0:02:03		Internal
595161455833		CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Feb, 2025 04:31:13 PM	01 Mar, 2025 01:21:10 AM	18 Feb, 2025 04:23:31 PM	0:02:03		Internal
595161455833		CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Feb, 2025 04:31:13 PM	01 Mar, 2025 01:21:10 AM	18 Feb, 2025 04:23:31 PM	0:02:03		Internal
595161455833		CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Feb, 2025 04:31:13 PM	01 Mar, 2025 01:21:10 AM	18 Feb, 2025 04:23:31 PM	0:02:03		Internal
595161455833		CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Feb, 2025 04:31:13 PM	01 Mar, 2025 01:21:10 AM	18 Feb, 2025 04:23:31 PM	0:02:03		Internal
595161455833		CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Feb, 2025 04:31:13 PM	01 Mar, 2025 01:21:10 AM	18 Feb, 2025 04:23:31 PM	0:02:03		Internal
595161455833		CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Feb, 2025 04:31:13 PM	01 Mar, 2025 01:21:10 AM	18 Feb, 2025 04:23:31 PM	0:02:03		Internal
595161455833		CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Feb, 2025 04:31:13 PM	01 Mar, 2025 01:21:10 AM	18 Feb, 2025 04:23:31 PM	0:02:03		Internal
595161455833		CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Feb, 2025 04:31:13 PM	01 Mar, 2025 01:21:10 AM	18 Feb, 2025 04:23:31 PM	0:02:03		Internal
595161455833		CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Feb, 2025 04:31:13 PM	01 Mar, 2025 01:21:10 AM	18 Feb, 2025 04:23:31 PM	0:02:03		Internal
595161455833		CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Feb, 2025 04:31:13 PM	01 Mar, 2025 01:21:10 AM	18 Feb, 2025 04:23:31 PM	0:02:03		Internal
595161455833		CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Feb, 2025 04:31:13 PM	01 Mar, 2025 01:21:10 AM	18 Feb, 2025 04:23:31 PM	0:02:03		Internal
595161455833		CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Feb, 2025 04:31:13 PM	01 Mar, 2025 01:21:10 AM	18 Feb, 2025 04:23:31 PM	0:02:03		Internal
595161455833		CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Feb, 2025 04:31:13 PM	01 Mar, 2025 01:21:10 AM	18 Feb, 2025 04:23:31 PM	0:02:03		Internal
595161455833		CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Feb, 2025 04:31:13 PM	01 Mar, 2025 01:21:10 AM	18 Feb, 2025 04:23:31 PM	0:02:03		Internal
595161455833		CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Feb, 2025 04:31:13 PM	01 Mar, 2025 01:21:10 AM	18 Feb, 2025 04:23:31 PM	0:02:03		Internal
595161455833		CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Feb, 2025 04:31:13 PM	01 Mar, 2025 01:21:10 AM	18 Feb, 2025 04:23:31 PM	0:02:03		Internal
595161455833		CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Feb, 2025 04:31:13 PM	01 Mar, 2025 01:21:10 AM	18 Feb, 2025 04:23:31 PM	0:02:03		Internal
595161455833		CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Feb, 2025 04:31:13 PM	01 Mar, 2025 01:21:10 AM	18 Feb, 2025 04:23:31 PM	0:02:03		Internal
595161455833		CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		19 Feb, 2025 04:31:13 PM	01 Mar, 2025 01:21:10 AM	18 Feb, 2025 04:23:31 PM	0:02:03		Internal
595161455833		CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Feb, 2025 04:31:13 PM	01 Mar, 2025 01:21:10 AM	18 Feb, 2025 04:23:31 PM	0:02:03		Internal
595161455833		CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Feb, 2025 04:31:13 PM	01 Mar, 2025 01:21:10 AM	18 Feb, 2025 04:23:31 PM	0:02:03		Internal
595161455833		CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Feb, 2025 04:31:13 PM	01 Mar, 2025 01:21:10 AM	18 Feb, 2025 04:23:31 PM	0:02:03		Internal
596114618005		CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Feb, 2025 12:02:13 PM	01 Mar, 2025 01:31:20 AM	26 Feb, 2025 04:09:38 PM	0:02:16		Internal
596114618005		CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Feb, 2025 12:02:13 PM	01 Mar, 2025 01:31:20 AM	26 Feb, 2025 04:09:38 PM	0:02:16		Internal
596114618005		CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Feb, 2025 12:02:13 PM	01 Mar, 2025 01:31:20 AM	26 Feb, 2025 04:09:38 PM	0:02:16		Internal
596114618005		CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Feb, 2025 12:02:13 PM	01 Mar, 2025 01:31:20 AM	26 Feb, 2025 04:09:38 PM	0:02:16		Internal
596114618005		CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Feb, 2025 12:02:13 PM	01 Mar, 2025 01:31:20 AM	26 Feb, 2025 04:09:38 PM	0:02:16		Internal
596114618005		CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Feb, 2025 12:02:13 PM	01 Mar, 2025 01:31:20 AM	26 Feb, 2025 04:09:38 PM	0:02:16		Internal
596114618005		CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Feb, 2025 12:02:13 PM	01 Mar, 2025 01:31:20 AM	26 Feb, 2025 04:09:38 PM	0:02:16		Internal
596114618005		CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Feb, 2025 12:02:13 PM	01 Mar, 2025 01:31:20 AM	26 Feb, 2025 04:09:38 PM	0:02:16		Internal
596114618005		CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Feb, 2025 12:02:13 PM	01 Mar, 2025 01:31:20 AM	26 Feb, 2025 04:09:38 PM	0:02:16		Internal
596114618005		CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Feb, 2025 12:02:13 PM	01 Mar, 2025 01:31:20 AM	26 Feb, 2025 04:09:38 PM	0:02:16		Internal
596114618005		CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Feb, 2025 12:02:13 PM	01 Mar, 2025 01:31:20 AM	26 Feb, 2025 04:09:38 PM	0:02:16		Internal
596114618005		CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Feb, 2025 12:02:13 PM	01 Mar, 2025 01:31:20 AM	26 Feb, 2025 04:09:38 PM	0:02:16		Internal
596114618005		CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Feb, 2025 12:02:13 PM	01 Mar, 2025 01:31:20 AM	26 Feb, 2025 04:09:38 PM	0:02:16		Internal
596114618005		CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Feb, 2025 12:02:13 PM	01 Mar, 2025 01:31:20 AM	26 Feb, 2025 04:09:38 PM	0:02:16		Internal
596114618005		CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Feb, 2025 12:02:13 PM	01 Mar, 2025 01:31:20 AM	26 Feb, 2025 04:09:38 PM	0:02:16		Internal
596114618005		CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Feb, 2025 12:02:13 PM	01 Mar, 2025 01:31:20 AM	26 Feb, 2025 04:09:38 PM	0:02:16		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596114618005	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	[redacted]	27 Feb, 2025 12:02:13 PM	01 Mar, 2025 01:31:20 AM	26 Feb, 2025 04:09:38 PM	0:02:16		Internal
596114618005			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Feb, 2025 12:02:13 PM	01 Mar, 2025 01:31:20 AM	26 Feb, 2025 04:09:38 PM	0:02:16		Internal
596114618005			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Feb, 2025 12:02:13 PM	01 Mar, 2025 01:31:20 AM	26 Feb, 2025 04:09:38 PM	0:02:16		Internal
596114618005			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Feb, 2025 12:02:13 PM	01 Mar, 2025 01:31:20 AM	26 Feb, 2025 04:09:38 PM	0:02:16		Internal
596114618005			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Feb, 2025 12:02:13 PM	01 Mar, 2025 01:31:20 AM	26 Feb, 2025 04:09:38 PM	0:02:16		Internal
596114618005			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Feb, 2025 12:02:13 PM	01 Mar, 2025 01:31:20 AM	26 Feb, 2025 04:09:38 PM	0:02:16		Internal
596114618005			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		27 Feb, 2025 12:02:13 PM	01 Mar, 2025 01:31:20 AM	26 Feb, 2025 04:09:38 PM	0:02:16		Internal
596114618005			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Feb, 2025 12:02:13 PM	01 Mar, 2025 01:31:20 AM	26 Feb, 2025 04:09:38 PM	0:02:16		Internal
596114618005			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Feb, 2025 12:02:13 PM	01 Mar, 2025 01:31:20 AM	26 Feb, 2025 04:09:38 PM	0:02:16		Internal
596114618005			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Feb, 2025 12:02:13 PM	01 Mar, 2025 01:31:20 AM	26 Feb, 2025 04:09:38 PM	0:02:16		Internal
596114712910			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Feb, 2025 01:01:19 PM	01 Mar, 2025 01:31:55 AM	26 Feb, 2025 09:53:03 PM	0:02:52		Internal
596114712910			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Feb, 2025 01:01:19 PM	01 Mar, 2025 01:31:55 AM	26 Feb, 2025 09:53:03 PM	0:02:52		Internal
596114712910			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Feb, 2025 01:01:19 PM	01 Mar, 2025 01:31:55 AM	26 Feb, 2025 09:53:03 PM	0:02:52		Internal
596114712910			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Feb, 2025 01:01:19 PM	01 Mar, 2025 01:31:55 AM	26 Feb, 2025 09:53:03 PM	0:02:52		Internal
596114712910			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Feb, 2025 01:01:19 PM	01 Mar, 2025 01:31:55 AM	26 Feb, 2025 09:53:03 PM	0:02:52		Internal
596114712910			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Feb, 2025 01:01:19 PM	01 Mar, 2025 01:31:55 AM	26 Feb, 2025 09:53:03 PM	0:02:52		Internal
596114712910			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Feb, 2025 01:01:19 PM	01 Mar, 2025 01:31:55 AM	26 Feb, 2025 09:53:03 PM	0:02:52		Internal
596114712910			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Feb, 2025 01:01:19 PM	01 Mar, 2025 01:31:55 AM	26 Feb, 2025 09:53:03 PM	0:02:52		Internal
596114712910			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Feb, 2025 01:01:19 PM	01 Mar, 2025 01:31:55 AM	26 Feb, 2025 09:53:03 PM	0:02:52		Internal
596114712910			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Feb, 2025 01:01:19 PM	01 Mar, 2025 01:31:55 AM	26 Feb, 2025 09:53:03 PM	0:02:52		Internal
596114712910			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Feb, 2025 01:01:19 PM	01 Mar, 2025 01:31:55 AM	26 Feb, 2025 09:53:03 PM	0:02:52		Internal
596114712910			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Feb, 2025 01:01:19 PM	01 Mar, 2025 01:31:55 AM	26 Feb, 2025 09:53:03 PM	0:02:52		Internal
596114712910			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Feb, 2025 01:01:19 PM	01 Mar, 2025 01:31:55 AM	26 Feb, 2025 09:53:03 PM	0:02:52		Internal
596114712910			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Feb, 2025 01:01:19 PM	01 Mar, 2025 01:31:55 AM	26 Feb, 2025 09:53:03 PM	0:02:52		Internal
596114712910			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Feb, 2025 01:01:19 PM	01 Mar, 2025 01:31:55 AM	26 Feb, 2025 09:53:03 PM	0:02:52		Internal
596114712910			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Feb, 2025 01:01:19 PM	01 Mar, 2025 01:31:55 AM	26 Feb, 2025 09:53:03 PM	0:02:52		Internal
596114712910			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Feb, 2025 01:01:19 PM	01 Mar, 2025 01:31:55 AM	26 Feb, 2025 09:53:03 PM	0:02:52		Internal
596114712910			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Feb, 2025 01:01:19 PM	01 Mar, 2025 01:31:55 AM	26 Feb, 2025 09:53:03 PM	0:02:52		Internal
596114712910			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Feb, 2025 01:01:19 PM	01 Mar, 2025 01:31:55 AM	26 Feb, 2025 09:53:03 PM	0:02:52		Internal
596114712910			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Feb, 2025 01:01:19 PM	01 Mar, 2025 01:31:55 AM	26 Feb, 2025 09:53:03 PM	0:02:52		Internal
596114712910			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Feb, 2025 01:01:19 PM	01 Mar, 2025 01:31:55 AM	26 Feb, 2025 09:53:03 PM	0:02:52		Internal
596114712910			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Feb, 2025 01:01:19 PM	01 Mar, 2025 01:31:55 AM	26 Feb, 2025 09:53:03 PM	0:02:52		Internal
596114712910			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		28 Feb, 2025 01:01:19 PM	01 Mar, 2025 01:31:55 AM	26 Feb, 2025 09:53:03 PM	0:02:52		Internal
596114712910			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Feb, 2025 01:01:19 PM	01 Mar, 2025 01:31:55 AM	26 Feb, 2025 09:53:03 PM	0:02:52		Internal
596114712910			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Feb, 2025 01:01:19 PM	01 Mar, 2025 01:31:55 AM	26 Feb, 2025 09:53:03 PM	0:02:52		Internal
596114712910			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Feb, 2025 01:01:19 PM	01 Mar, 2025 01:31:55 AM	26 Feb, 2025 09:53:03 PM	0:02:52		Internal
594150824744			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Feb, 2025 09:01:12 PM	01 Mar, 2025 01:52:28 AM	05 Feb, 2025 03:11:27 PM	0:07:31		Internal
594150824744			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Feb, 2025 09:01:12 PM	01 Mar, 2025 01:52:28 AM	05 Feb, 2025 03:11:27 PM	0:07:31		Internal
594150824744			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Feb, 2025 09:01:12 PM	01 Mar, 2025 01:52:28 AM	05 Feb, 2025 03:11:27 PM	0:07:31		Internal
594150824744			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Feb, 2025 09:01:12 PM	01 Mar, 2025 01:52:28 AM	05 Feb, 2025 03:11:27 PM	0:07:31		Internal
594150824744			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Feb, 2025 09:01:12 PM	01 Mar, 2025 01:52:28 AM	05 Feb, 2025 03:11:27 PM	0:07:31		Internal
594150824744			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Feb, 2025 09:01:12 PM	01 Mar, 2025 01:52:28 AM	05 Feb, 2025 03:11:27 PM	0:07:31		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594150824744	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	06 Feb, 2025 09:01:12 PM	01 Mar, 2025 01:52:28 AM	05 Feb, 2025 03:11:27 PM	0:07:31		Internal
594150824744			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Feb, 2025 09:01:12 PM	01 Mar, 2025 01:52:28 AM	05 Feb, 2025 03:11:27 PM	0:07:31		Internal
594150824744			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Feb, 2025 09:01:12 PM	01 Mar, 2025 01:52:28 AM	05 Feb, 2025 03:11:27 PM	0:07:31		Internal
594150824744			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Feb, 2025 09:01:12 PM	01 Mar, 2025 01:52:28 AM	05 Feb, 2025 03:11:27 PM	0:07:31		Internal
594150824744			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Feb, 2025 09:01:12 PM	01 Mar, 2025 01:52:28 AM	05 Feb, 2025 03:11:27 PM	0:07:31		Internal
594150824744			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Feb, 2025 09:01:12 PM	01 Mar, 2025 01:52:28 AM	05 Feb, 2025 03:11:27 PM	0:07:31		Internal
594150824744			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Feb, 2025 09:01:12 PM	01 Mar, 2025 01:52:28 AM	05 Feb, 2025 03:11:27 PM	0:07:31		Internal
594150824744			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Feb, 2025 09:01:12 PM	01 Mar, 2025 01:52:28 AM	05 Feb, 2025 03:11:27 PM	0:07:31		Internal
594150824744			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Feb, 2025 09:01:12 PM	01 Mar, 2025 01:52:28 AM	05 Feb, 2025 03:11:27 PM	0:07:31		Internal
594150824744			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Feb, 2025 09:01:12 PM	01 Mar, 2025 01:52:28 AM	05 Feb, 2025 03:11:27 PM	0:07:31		Internal
594150824744			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Feb, 2025 09:01:12 PM	01 Mar, 2025 01:52:28 AM	05 Feb, 2025 03:11:27 PM	0:07:31		Internal
594150824744			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Feb, 2025 09:01:12 PM	01 Mar, 2025 01:52:28 AM	05 Feb, 2025 03:11:27 PM	0:07:31		Internal
594150824744			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Feb, 2025 09:01:12 PM	01 Mar, 2025 01:52:28 AM	05 Feb, 2025 03:11:27 PM	0:07:31		Internal
594150824744			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Feb, 2025 09:01:12 PM	01 Mar, 2025 01:52:28 AM	05 Feb, 2025 03:11:27 PM	0:07:31		Internal
594150824744			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Feb, 2025 09:01:12 PM	01 Mar, 2025 01:52:28 AM	05 Feb, 2025 03:11:27 PM	0:07:31		Internal
594150824744			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Feb, 2025 09:01:12 PM	01 Mar, 2025 01:52:28 AM	05 Feb, 2025 03:11:27 PM	0:07:31		Internal
594150824744			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		06 Feb, 2025 09:01:12 PM	01 Mar, 2025 01:52:28 AM	05 Feb, 2025 03:11:27 PM	0:07:31		Internal
594150824744			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Feb, 2025 09:01:12 PM	01 Mar, 2025 01:52:28 AM	05 Feb, 2025 03:11:27 PM	0:07:31		Internal
594150824744			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Feb, 2025 09:01:12 PM	01 Mar, 2025 01:52:28 AM	05 Feb, 2025 03:11:27 PM	0:07:31		Internal
594150824744			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Feb, 2025 09:01:12 PM	01 Mar, 2025 01:52:28 AM	05 Feb, 2025 03:11:27 PM	0:07:31		Internal
596114837309			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Mar, 2025 01:52:42 AM	01 Mar, 2025 02:08:42 AM	27 Feb, 2025 07:08:24 PM	0:05:57		Internal
596114837309			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 Mar, 2025 01:52:42 AM	01 Mar, 2025 02:08:42 AM	27 Feb, 2025 07:08:24 PM	0:05:57		Internal
596114837309			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 Mar, 2025 01:52:42 AM	01 Mar, 2025 02:08:42 AM	27 Feb, 2025 07:08:24 PM	0:05:57		Internal
596114837309			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 Mar, 2025 01:52:42 AM	01 Mar, 2025 02:08:42 AM	27 Feb, 2025 07:08:24 PM	0:05:57		Internal
596114837309			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 Mar, 2025 01:52:42 AM	01 Mar, 2025 02:08:42 AM	27 Feb, 2025 07:08:24 PM	0:05:57		Internal
596114837309			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 Mar, 2025 01:52:42 AM	01 Mar, 2025 02:08:42 AM	27 Feb, 2025 07:08:24 PM	0:05:57		Internal
596114837309			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 Mar, 2025 01:52:42 AM	01 Mar, 2025 02:08:42 AM	27 Feb, 2025 07:08:24 PM	0:05:57		Internal
596114837309			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 Mar, 2025 01:52:42 AM	01 Mar, 2025 02:08:42 AM	27 Feb, 2025 07:08:24 PM	0:05:57		Internal
596114837309			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 Mar, 2025 01:52:42 AM	01 Mar, 2025 02:08:42 AM	27 Feb, 2025 07:08:24 PM	0:05:57		Internal
596114837309			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 Mar, 2025 01:52:42 AM	01 Mar, 2025 02:08:42 AM	27 Feb, 2025 07:08:24 PM	0:05:57		Internal
596114837309			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 Mar, 2025 01:52:42 AM	01 Mar, 2025 02:08:42 AM	27 Feb, 2025 07:08:24 PM	0:05:57		Internal
596114837309			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 Mar, 2025 01:52:42 AM	01 Mar, 2025 02:08:42 AM	27 Feb, 2025 07:08:24 PM	0:05:57		Internal
596114837309			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 Mar, 2025 01:52:42 AM	01 Mar, 2025 02:08:42 AM	27 Feb, 2025 07:08:24 PM	0:05:57		Internal
596114837309			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 Mar, 2025 01:52:42 AM	01 Mar, 2025 02:08:42 AM	27 Feb, 2025 07:08:24 PM	0:05:57		Internal
596114837309			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 Mar, 2025 01:52:42 AM	01 Mar, 2025 02:08:42 AM	27 Feb, 2025 07:08:24 PM	0:05:57		Internal
596114837309			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 Mar, 2025 01:52:42 AM	01 Mar, 2025 02:08:42 AM	27 Feb, 2025 07:08:24 PM	0:05:57		Internal
596114837309			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 Mar, 2025 01:52:42 AM	01 Mar, 2025 02:08:42 AM	27 Feb, 2025 07:08:24 PM	0:05:57		Internal
596114837309			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 Mar, 2025 01:52:42 AM	01 Mar, 2025 02:08:42 AM	27 Feb, 2025 07:08:24 PM	0:05:57		Internal
596114837309			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 Mar, 2025 01:52:42 AM	01 Mar, 2025 02:08:42 AM	27 Feb, 2025 07:08:24 PM	0:05:57		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596114837309	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	[redacted]	01 Mar, 2025 01:52:42 AM	01 Mar, 2025 02:08:42 AM	27 Feb, 2025 07:08:24 PM	0:05:57		Internal
596114837309			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 Mar, 2025 01:52:42 AM	01 Mar, 2025 02:08:42 AM	27 Feb, 2025 07:08:24 PM	0:05:57		Internal
596114837309			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 Mar, 2025 01:52:42 AM	01 Mar, 2025 02:08:42 AM	27 Feb, 2025 07:08:24 PM	0:05:57		Internal
596114837309			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		01 Mar, 2025 01:52:42 AM	01 Mar, 2025 02:08:42 AM	27 Feb, 2025 07:08:24 PM	0:05:57		Internal
596114837309			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 Mar, 2025 01:52:42 AM	01 Mar, 2025 02:08:42 AM	27 Feb, 2025 07:08:24 PM	0:05:57		Internal
596114837309			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 Mar, 2025 01:52:42 AM	01 Mar, 2025 02:08:42 AM	27 Feb, 2025 07:08:24 PM	0:05:57		Internal
596114837309			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 Mar, 2025 01:52:42 AM	01 Mar, 2025 02:08:42 AM	27 Feb, 2025 07:08:24 PM	0:05:57		Internal
596114682568			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Feb, 2025 01:01:26 AM	01 Mar, 2025 02:41:37 AM	26 Feb, 2025 08:05:19 PM	0:08:10		Internal
596114682568			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Feb, 2025 01:01:26 AM	01 Mar, 2025 02:41:37 AM	26 Feb, 2025 08:05:19 PM	0:08:10		Internal
596114682568			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Feb, 2025 01:01:26 AM	01 Mar, 2025 02:41:37 AM	26 Feb, 2025 08:05:19 PM	0:08:10		Internal
596114682568			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Feb, 2025 01:01:26 AM	01 Mar, 2025 02:41:37 AM	26 Feb, 2025 08:05:19 PM	0:08:10		Internal
596114682568			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Feb, 2025 01:01:26 AM	01 Mar, 2025 02:41:37 AM	26 Feb, 2025 08:05:19 PM	0:08:10		Internal
596114682568			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Feb, 2025 01:01:26 AM	01 Mar, 2025 02:41:37 AM	26 Feb, 2025 08:05:19 PM	0:08:10		Internal
596114682568			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Feb, 2025 01:01:26 AM	01 Mar, 2025 02:41:37 AM	26 Feb, 2025 08:05:19 PM	0:08:10		Internal
596114682568			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Feb, 2025 01:01:26 AM	01 Mar, 2025 02:41:37 AM	26 Feb, 2025 08:05:19 PM	0:08:10		Internal
596114682568			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Feb, 2025 01:01:26 AM	01 Mar, 2025 02:41:37 AM	26 Feb, 2025 08:05:19 PM	0:08:10		Internal
596114682568			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Feb, 2025 01:01:26 AM	01 Mar, 2025 02:41:37 AM	26 Feb, 2025 08:05:19 PM	0:08:10		Internal
596114682568			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Feb, 2025 01:01:26 AM	01 Mar, 2025 02:41:37 AM	26 Feb, 2025 08:05:19 PM	0:08:10		Internal
596114682568			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Feb, 2025 01:01:26 AM	01 Mar, 2025 02:41:37 AM	26 Feb, 2025 08:05:19 PM	0:08:10		Internal
596114682568			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Feb, 2025 01:01:26 AM	01 Mar, 2025 02:41:37 AM	26 Feb, 2025 08:05:19 PM	0:08:10		Internal
596114682568			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Feb, 2025 01:01:26 AM	01 Mar, 2025 02:41:37 AM	26 Feb, 2025 08:05:19 PM	0:08:10		Internal
596114682568			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Feb, 2025 01:01:26 AM	01 Mar, 2025 02:41:37 AM	26 Feb, 2025 08:05:19 PM	0:08:10		Internal
596114682568			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Feb, 2025 01:01:26 AM	01 Mar, 2025 02:41:37 AM	26 Feb, 2025 08:05:19 PM	0:08:10		Internal
596114682568			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Feb, 2025 01:01:26 AM	01 Mar, 2025 02:41:37 AM	26 Feb, 2025 08:05:19 PM	0:08:10		Internal
596114682568			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Feb, 2025 01:01:26 AM	01 Mar, 2025 02:41:37 AM	26 Feb, 2025 08:05:19 PM	0:08:10		Internal
596114682568			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Feb, 2025 01:01:26 AM	01 Mar, 2025 02:41:37 AM	26 Feb, 2025 08:05:19 PM	0:08:10		Internal
596114682568			CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Feb, 2025 01:01:26 AM	01 Mar, 2025 02:41:37 AM	26 Feb, 2025 08:05:19 PM	0:08:10		Internal
596114682568			CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Feb, 2025 01:01:26 AM	01 Mar, 2025 02:41:37 AM	26 Feb, 2025 08:05:19 PM	0:08:10		Internal
596114682568			CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Feb, 2025 01:01:26 AM	01 Mar, 2025 02:41:37 AM	26 Feb, 2025 08:05:19 PM	0:08:10		Internal
596114682568			CTE_Bus_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		28 Feb, 2025 01:01:26 AM	01 Mar, 2025 02:41:37 AM	26 Feb, 2025 08:05:19 PM	0:08:10		Internal
596114682568			CTE_Bus_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Feb, 2025 01:01:26 AM	01 Mar, 2025 02:41:37 AM	26 Feb, 2025 08:05:19 PM	0:08:10		Internal
596114682568			CTE_Bus_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Feb, 2025 01:01:26 AM	01 Mar, 2025 02:41:37 AM	26 Feb, 2025 08:05:19 PM	0:08:10		Internal
596114682568			CTE_Bus_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Feb, 2025 01:01:26 AM	01 Mar, 2025 02:41:37 AM	26 Feb, 2025 08:05:19 PM	0:08:10		Internal
596114974308			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Mar, 2025 02:10:00 AM	01 Mar, 2025 02:42:21 AM	28 Feb, 2025 04:47:27 PM	0:06:41		Internal
596114974308			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 Mar, 2025 02:10:00 AM	01 Mar, 2025 02:42:21 AM	28 Feb, 2025 04:47:27 PM	0:06:41		Internal
596114974308			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 Mar, 2025 02:10:00 AM	01 Mar, 2025 02:42:21 AM	28 Feb, 2025 04:47:27 PM	0:06:41		Internal
596114974308			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 Mar, 2025 02:10:00 AM	01 Mar, 2025 02:42:21 AM	28 Feb, 2025 04:47:27 PM	0:06:41		Internal
596114974308			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 Mar, 2025 02:10:00 AM	01 Mar, 2025 02:42:21 AM	28 Feb, 2025 04:47:27 PM	0:06:41		Internal
596114974308			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 Mar, 2025 02:10:00 AM	01 Mar, 2025 02:42:21 AM	28 Feb, 2025 04:47:27 PM	0:06:41		Internal
596114974308			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 Mar, 2025 02:10:00 AM	01 Mar, 2025 02:42:21 AM	28 Feb, 2025 04:47:27 PM	0:06:41		Internal
596114974308			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 Mar, 2025 02:10:00 AM	01 Mar, 2025 02:42:21 AM	28 Feb, 2025 04:47:27 PM	0:06:41		Internal
596114974308			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 Mar, 2025 02:10:00 AM	01 Mar, 2025 02:42:21 AM	28 Feb, 2025 04:47:27 PM	0:06:41		Internal
596114974308			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 Mar, 2025 02:10:00 AM	01 Mar, 2025 02:42:21 AM	28 Feb, 2025 04:47:27 PM	0:06:41		Internal
596114974308			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 Mar, 2025 02:10:00 AM	01 Mar, 2025 02:42:21 AM	28 Feb, 2025 04:47:27 PM	0:06:41		Internal
596114974308			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 Mar, 2025 02:10:00 AM	01 Mar, 2025 02:42:21 AM	28 Feb, 2025 04:47:27 PM	0:06:41		Internal
596114974308			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 Mar, 2025 02:10:00 AM	01 Mar, 2025 02:42:21 AM	28 Feb, 2025 04:47:27 PM	0:06:41		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596114974308	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	[redacted]	01 Mar, 2025 02:10:00 AM	01 Mar, 2025 02:42:21 AM	28 Feb, 2025 04:47:27 PM	0:06:41		Internal
596114974308			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 Mar, 2025 02:10:00 AM	01 Mar, 2025 02:42:21 AM	28 Feb, 2025 04:47:27 PM	0:06:41		Internal
596114974308			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 Mar, 2025 02:10:00 AM	01 Mar, 2025 02:42:21 AM	28 Feb, 2025 04:47:27 PM	0:06:41		Internal
596114974308			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 Mar, 2025 02:10:00 AM	01 Mar, 2025 02:42:21 AM	28 Feb, 2025 04:47:27 PM	0:06:41		Internal
596114974308			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 Mar, 2025 02:10:00 AM	01 Mar, 2025 02:42:21 AM	28 Feb, 2025 04:47:27 PM	0:06:41		Internal
596114974308			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 Mar, 2025 02:10:00 AM	01 Mar, 2025 02:42:21 AM	28 Feb, 2025 04:47:27 PM	0:06:41		Internal
596114974308			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 Mar, 2025 02:10:00 AM	01 Mar, 2025 02:42:21 AM	28 Feb, 2025 04:47:27 PM	0:06:41		Internal
596114974308			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 Mar, 2025 02:10:00 AM	01 Mar, 2025 02:42:21 AM	28 Feb, 2025 04:47:27 PM	0:06:41		Internal
596114974308			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 Mar, 2025 02:10:00 AM	01 Mar, 2025 02:42:21 AM	28 Feb, 2025 04:47:27 PM	0:06:41		Internal
596114974308			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		01 Mar, 2025 02:10:00 AM	01 Mar, 2025 02:42:21 AM	28 Feb, 2025 04:47:27 PM	0:06:41		Internal
596114974308			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 Mar, 2025 02:10:00 AM	01 Mar, 2025 02:42:21 AM	28 Feb, 2025 04:47:27 PM	0:06:41		Internal
596114974308			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 Mar, 2025 02:10:00 AM	01 Mar, 2025 02:42:21 AM	28 Feb, 2025 04:47:27 PM	0:06:41		Internal
596114974308			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 Mar, 2025 02:10:00 AM	01 Mar, 2025 02:42:21 AM	28 Feb, 2025 04:47:27 PM	0:06:41		Internal
595162283086			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Feb, 2025 11:00:17 PM	01 Mar, 2025 02:58:54 AM	24 Feb, 2025 06:23:26 PM	0:05:03		Internal
595162283086			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Feb, 2025 11:00:17 PM	01 Mar, 2025 02:58:54 AM	24 Feb, 2025 06:23:26 PM	0:05:03		Internal
595162283086			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Feb, 2025 11:00:17 PM	01 Mar, 2025 02:58:54 AM	24 Feb, 2025 06:23:26 PM	0:05:03		Internal
595162283086			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Feb, 2025 11:00:17 PM	01 Mar, 2025 02:58:54 AM	24 Feb, 2025 06:23:26 PM	0:05:03		Internal
595162283086			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Feb, 2025 11:00:17 PM	01 Mar, 2025 02:58:54 AM	24 Feb, 2025 06:23:26 PM	0:05:03		Internal
595162283086			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Feb, 2025 11:00:17 PM	01 Mar, 2025 02:58:54 AM	24 Feb, 2025 06:23:26 PM	0:05:03		Internal
595162283086			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Feb, 2025 11:00:17 PM	01 Mar, 2025 02:58:54 AM	24 Feb, 2025 06:23:26 PM	0:05:03		Internal
595162283086			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Feb, 2025 11:00:17 PM	01 Mar, 2025 02:58:54 AM	24 Feb, 2025 06:23:26 PM	0:05:03		Internal
595162283086			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Feb, 2025 11:00:17 PM	01 Mar, 2025 02:58:54 AM	24 Feb, 2025 06:23:26 PM	0:05:03		Internal
595162283086			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Feb, 2025 11:00:17 PM	01 Mar, 2025 02:58:54 AM	24 Feb, 2025 06:23:26 PM	0:05:03		Internal
595162283086			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Feb, 2025 11:00:17 PM	01 Mar, 2025 02:58:54 AM	24 Feb, 2025 06:23:26 PM	0:05:03		Internal
595162283086			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Feb, 2025 11:00:17 PM	01 Mar, 2025 02:58:54 AM	24 Feb, 2025 06:23:26 PM	0:05:03		Internal
595162283086			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Feb, 2025 11:00:17 PM	01 Mar, 2025 02:58:54 AM	24 Feb, 2025 06:23:26 PM	0:05:03		Internal
595162283086			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Feb, 2025 11:00:17 PM	01 Mar, 2025 02:58:54 AM	24 Feb, 2025 06:23:26 PM	0:05:03		Internal
595162283086			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Feb, 2025 11:00:17 PM	01 Mar, 2025 02:58:54 AM	24 Feb, 2025 06:23:26 PM	0:05:03		Internal
595162283086			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Feb, 2025 11:00:17 PM	01 Mar, 2025 02:58:54 AM	24 Feb, 2025 06:23:26 PM	0:05:03		Internal
595162283086			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Feb, 2025 11:00:17 PM	01 Mar, 2025 02:58:54 AM	24 Feb, 2025 06:23:26 PM	0:05:03		Internal
595162283086			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Feb, 2025 11:00:17 PM	01 Mar, 2025 02:58:54 AM	24 Feb, 2025 06:23:26 PM	0:05:03		Internal
595162283086			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Feb, 2025 11:00:17 PM	01 Mar, 2025 02:58:54 AM	24 Feb, 2025 06:23:26 PM	0:05:03		Internal
595162283086			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Feb, 2025 11:00:17 PM	01 Mar, 2025 02:58:54 AM	24 Feb, 2025 06:23:26 PM	0:05:03		Internal
595162283086			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Feb, 2025 11:00:17 PM	01 Mar, 2025 02:58:54 AM	24 Feb, 2025 06:23:26 PM	0:05:03		Internal
595162283086			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Feb, 2025 11:00:17 PM	01 Mar, 2025 02:58:54 AM	24 Feb, 2025 06:23:26 PM	0:05:03		Internal
595162283086			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		24 Feb, 2025 11:00:17 PM	01 Mar, 2025 02:58:54 AM	24 Feb, 2025 06:23:26 PM	0:05:03		Internal
595162283086			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Feb, 2025 11:00:17 PM	01 Mar, 2025 02:58:54 AM	24 Feb, 2025 06:23:26 PM	0:05:03		Internal
595162283086			CTE_Res_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Feb, 2025 11:00:17 PM	01 Mar, 2025 02:58:54 AM	24 Feb, 2025 06:23:26 PM	0:05:03		Internal
595162283086			CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Feb, 2025 11:00:17 PM	01 Mar, 2025 02:58:54 AM	24 Feb, 2025 06:23:26 PM	0:05:03		Internal
596114995144			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Mar, 2025 02:47:01 AM	01 Mar, 2025 03:03:13 AM	28 Feb, 2025 06:07:29 PM	0:05:02		Internal
596114995144			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 Mar, 2025 02:47:01 AM	01 Mar, 2025 03:03:13 AM	28 Feb, 2025 06:07:29 PM	0:05:02		Internal
596114995144			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 Mar, 2025 02:47:01 AM	01 Mar, 2025 03:03:13 AM	28 Feb, 2025 06:07:29 PM	0:05:02		Internal
596114995144			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 Mar, 2025 02:47:01 AM	01 Mar, 2025 03:03:13 AM	28 Feb, 2025 06:07:29 PM	0:05:02		Internal
596114995144			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 Mar, 2025 02:47:01 AM	01 Mar, 2025 03:03:13 AM	28 Feb, 2025 06:07:29 PM	0:05:02		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596114995144	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	[redacted]	01 Mar, 2025 02:47:01 AM	01 Mar, 2025 03:03:13 AM	28 Feb, 2025 06:07:29 PM	0:05:02		Internal
596114995144			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 Mar, 2025 02:47:01 AM	01 Mar, 2025 03:03:13 AM	28 Feb, 2025 06:07:29 PM	0:05:02		Internal
596114995144			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 Mar, 2025 02:47:01 AM	01 Mar, 2025 03:03:13 AM	28 Feb, 2025 06:07:29 PM	0:05:02		Internal
596114995144			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 Mar, 2025 02:47:01 AM	01 Mar, 2025 03:03:13 AM	28 Feb, 2025 06:07:29 PM	0:05:02		Internal
596114995144			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 Mar, 2025 02:47:01 AM	01 Mar, 2025 03:03:13 AM	28 Feb, 2025 06:07:29 PM	0:05:02		Internal
596114995144			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 Mar, 2025 02:47:01 AM	01 Mar, 2025 03:03:13 AM	28 Feb, 2025 06:07:29 PM	0:05:02		Internal
596114995144			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 Mar, 2025 02:47:01 AM	01 Mar, 2025 03:03:13 AM	28 Feb, 2025 06:07:29 PM	0:05:02		Internal
596114995144			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 Mar, 2025 02:47:01 AM	01 Mar, 2025 03:03:13 AM	28 Feb, 2025 06:07:29 PM	0:05:02		Internal
596114995144			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 Mar, 2025 02:47:01 AM	01 Mar, 2025 03:03:13 AM	28 Feb, 2025 06:07:29 PM	0:05:02		Internal
596114995144			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 Mar, 2025 02:47:01 AM	01 Mar, 2025 03:03:13 AM	28 Feb, 2025 06:07:29 PM	0:05:02		Internal
596114995144			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 Mar, 2025 02:47:01 AM	01 Mar, 2025 03:03:13 AM	28 Feb, 2025 06:07:29 PM	0:05:02		Internal
596114995144			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 Mar, 2025 02:47:01 AM	01 Mar, 2025 03:03:13 AM	28 Feb, 2025 06:07:29 PM	0:05:02		Internal
596114995144			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 Mar, 2025 02:47:01 AM	01 Mar, 2025 03:03:13 AM	28 Feb, 2025 06:07:29 PM	0:05:02		Internal
596114995144			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 Mar, 2025 02:47:01 AM	01 Mar, 2025 03:03:13 AM	28 Feb, 2025 06:07:29 PM	0:05:02		Internal
596114995144			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 Mar, 2025 02:47:01 AM	01 Mar, 2025 03:03:13 AM	28 Feb, 2025 06:07:29 PM	0:05:02		Internal
596114995144			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 Mar, 2025 02:47:01 AM	01 Mar, 2025 03:03:13 AM	28 Feb, 2025 06:07:29 PM	0:05:02		Internal
596114995144			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 Mar, 2025 02:47:01 AM	01 Mar, 2025 03:03:13 AM	28 Feb, 2025 06:07:29 PM	0:05:02		Internal
596114995144			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		01 Mar, 2025 02:47:01 AM	01 Mar, 2025 03:03:13 AM	28 Feb, 2025 06:07:29 PM	0:05:02		Internal
596114995144			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 Mar, 2025 02:47:01 AM	01 Mar, 2025 03:03:13 AM	28 Feb, 2025 06:07:29 PM	0:05:02		Internal
596114995144			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 Mar, 2025 02:47:01 AM	01 Mar, 2025 03:03:13 AM	28 Feb, 2025 06:07:29 PM	0:05:02		Internal
596114995144			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 Mar, 2025 02:47:01 AM	01 Mar, 2025 03:03:13 AM	28 Feb, 2025 06:07:29 PM	0:05:02		Internal
595162301999			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Mar, 2025 01:24:32 AM	01 Mar, 2025 03:25:51 AM	24 Feb, 2025 07:29:31 PM	0:07:45		Internal
595162301999			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 Mar, 2025 01:24:32 AM	01 Mar, 2025 03:25:51 AM	24 Feb, 2025 07:29:31 PM	0:07:45		Internal
595162301999			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 Mar, 2025 01:24:32 AM	01 Mar, 2025 03:25:51 AM	24 Feb, 2025 07:29:31 PM	0:07:45		Internal
595162301999			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 Mar, 2025 01:24:32 AM	01 Mar, 2025 03:25:51 AM	24 Feb, 2025 07:29:31 PM	0:07:45		Internal
595162301999			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 Mar, 2025 01:24:32 AM	01 Mar, 2025 03:25:51 AM	24 Feb, 2025 07:29:31 PM	0:07:45		Internal
595162301999			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 Mar, 2025 01:24:32 AM	01 Mar, 2025 03:25:51 AM	24 Feb, 2025 07:29:31 PM	0:07:45		Internal
595162301999			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 Mar, 2025 01:24:32 AM	01 Mar, 2025 03:25:51 AM	24 Feb, 2025 07:29:31 PM	0:07:45		Internal
595162301999			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 Mar, 2025 01:24:32 AM	01 Mar, 2025 03:25:51 AM	24 Feb, 2025 07:29:31 PM	0:07:45		Internal
595162301999			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 Mar, 2025 01:24:32 AM	01 Mar, 2025 03:25:51 AM	24 Feb, 2025 07:29:31 PM	0:07:45		Internal
595162301999			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 Mar, 2025 01:24:32 AM	01 Mar, 2025 03:25:51 AM	24 Feb, 2025 07:29:31 PM	0:07:45		Internal
595162301999			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 Mar, 2025 01:24:32 AM	01 Mar, 2025 03:25:51 AM	24 Feb, 2025 07:29:31 PM	0:07:45		Internal
595162301999			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 Mar, 2025 01:24:32 AM	01 Mar, 2025 03:25:51 AM	24 Feb, 2025 07:29:31 PM	0:07:45		Internal
595162301999			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 Mar, 2025 01:24:32 AM	01 Mar, 2025 03:25:51 AM	24 Feb, 2025 07:29:31 PM	0:07:45		Internal
595162301999			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 Mar, 2025 01:24:32 AM	01 Mar, 2025 03:25:51 AM	24 Feb, 2025 07:29:31 PM	0:07:45		Internal
595162301999			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 Mar, 2025 01:24:32 AM	01 Mar, 2025 03:25:51 AM	24 Feb, 2025 07:29:31 PM	0:07:45		Internal
595162301999			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 Mar, 2025 01:24:32 AM	01 Mar, 2025 03:25:51 AM	24 Feb, 2025 07:29:31 PM	0:07:45		Internal
595162301999			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 Mar, 2025 01:24:32 AM	01 Mar, 2025 03:25:51 AM	24 Feb, 2025 07:29:31 PM	0:07:45		Internal
595162301999			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 Mar, 2025 01:24:32 AM	01 Mar, 2025 03:25:51 AM	24 Feb, 2025 07:29:31 PM	0:07:45		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595162301999	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	01 Mar, 2025 01:24:32 AM	01 Mar, 2025 03:25:51 AM	24 Feb, 2025 07:29:31 PM	0:07:45		Internal
595162301999			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 Mar, 2025 01:24:32 AM	01 Mar, 2025 03:25:51 AM	24 Feb, 2025 07:29:31 PM	0:07:45		Internal
595162301999			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 Mar, 2025 01:24:32 AM	01 Mar, 2025 03:25:51 AM	24 Feb, 2025 07:29:31 PM	0:07:45		Internal
595162301999			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 Mar, 2025 01:24:32 AM	01 Mar, 2025 03:25:51 AM	24 Feb, 2025 07:29:31 PM	0:07:45		Internal
595162301999			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		01 Mar, 2025 01:24:32 AM	01 Mar, 2025 03:25:51 AM	24 Feb, 2025 07:29:31 PM	0:07:45		Internal
595162301999			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 Mar, 2025 01:24:32 AM	01 Mar, 2025 03:25:51 AM	24 Feb, 2025 07:29:31 PM	0:07:45		Internal
595162301999			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 Mar, 2025 01:24:32 AM	01 Mar, 2025 03:25:51 AM	24 Feb, 2025 07:29:31 PM	0:07:45		Internal
595162301999			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 Mar, 2025 01:24:32 AM	01 Mar, 2025 03:25:51 AM	24 Feb, 2025 07:29:31 PM	0:07:45		Internal
595161883833			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Feb, 2025 02:52:05 AM	01 Mar, 2025 03:38:23 AM	20 Feb, 2025 06:36:34 PM	0:04:47		Internal
595161883833			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Feb, 2025 02:52:05 AM	01 Mar, 2025 03:38:23 AM	20 Feb, 2025 06:36:34 PM	0:04:47		Internal
595161883833			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Feb, 2025 02:52:05 AM	01 Mar, 2025 03:38:23 AM	20 Feb, 2025 06:36:34 PM	0:04:47		Internal
595161883833			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Feb, 2025 02:52:05 AM	01 Mar, 2025 03:38:23 AM	20 Feb, 2025 06:36:34 PM	0:04:47		Internal
595161883833			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Feb, 2025 02:52:05 AM	01 Mar, 2025 03:38:23 AM	20 Feb, 2025 06:36:34 PM	0:04:47		Internal
595161883833			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Feb, 2025 02:52:05 AM	01 Mar, 2025 03:38:23 AM	20 Feb, 2025 06:36:34 PM	0:04:47		Internal
595161883833			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Feb, 2025 02:52:05 AM	01 Mar, 2025 03:38:23 AM	20 Feb, 2025 06:36:34 PM	0:04:47		Internal
595161883833			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Feb, 2025 02:52:05 AM	01 Mar, 2025 03:38:23 AM	20 Feb, 2025 06:36:34 PM	0:04:47		Internal
595161883833			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Feb, 2025 02:52:05 AM	01 Mar, 2025 03:38:23 AM	20 Feb, 2025 06:36:34 PM	0:04:47		Internal
595161883833			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Feb, 2025 02:52:05 AM	01 Mar, 2025 03:38:23 AM	20 Feb, 2025 06:36:34 PM	0:04:47		Internal
595161883833			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Feb, 2025 02:52:05 AM	01 Mar, 2025 03:38:23 AM	20 Feb, 2025 06:36:34 PM	0:04:47		Internal
595161883833			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Feb, 2025 02:52:05 AM	01 Mar, 2025 03:38:23 AM	20 Feb, 2025 06:36:34 PM	0:04:47		Internal
595161883833			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Feb, 2025 02:52:05 AM	01 Mar, 2025 03:38:23 AM	20 Feb, 2025 06:36:34 PM	0:04:47		Internal
595161883833			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Feb, 2025 02:52:05 AM	01 Mar, 2025 03:38:23 AM	20 Feb, 2025 06:36:34 PM	0:04:47		Internal
595161883833			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Feb, 2025 02:52:05 AM	01 Mar, 2025 03:38:23 AM	20 Feb, 2025 06:36:34 PM	0:04:47		Internal
595161883833			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Feb, 2025 02:52:05 AM	01 Mar, 2025 03:38:23 AM	20 Feb, 2025 06:36:34 PM	0:04:47		Internal
595161883833			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Feb, 2025 02:52:05 AM	01 Mar, 2025 03:38:23 AM	20 Feb, 2025 06:36:34 PM	0:04:47		Internal
595161883833			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Feb, 2025 02:52:05 AM	01 Mar, 2025 03:38:23 AM	20 Feb, 2025 06:36:34 PM	0:04:47		Internal
595161883833			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Feb, 2025 02:52:05 AM	01 Mar, 2025 03:38:23 AM	20 Feb, 2025 06:36:34 PM	0:04:47		Internal
595161883833			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Feb, 2025 02:52:05 AM	01 Mar, 2025 03:38:23 AM	20 Feb, 2025 06:36:34 PM	0:04:47		Internal
595161883833			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Feb, 2025 02:52:05 AM	01 Mar, 2025 03:38:23 AM	20 Feb, 2025 06:36:34 PM	0:04:47		Internal
595161883833			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Feb, 2025 02:52:05 AM	01 Mar, 2025 03:38:23 AM	20 Feb, 2025 06:36:34 PM	0:04:47		Internal
595161883833			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		23 Feb, 2025 02:52:05 AM	01 Mar, 2025 03:38:23 AM	20 Feb, 2025 06:36:34 PM	0:04:47		Internal
595161883833			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Feb, 2025 02:52:05 AM	01 Mar, 2025 03:38:23 AM	20 Feb, 2025 06:36:34 PM	0:04:47		Internal
595161883833			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Feb, 2025 02:52:05 AM	01 Mar, 2025 03:38:23 AM	20 Feb, 2025 06:36:34 PM	0:04:47		Internal
595161883833			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Feb, 2025 02:52:05 AM	01 Mar, 2025 03:38:23 AM	20 Feb, 2025 06:36:34 PM	0:04:47		Internal
596114813843			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Mar, 2025 03:30:13 AM	01 Mar, 2025 03:42:35 AM	27 Feb, 2025 05:23:37 PM	0:04:20		Internal
596114813843			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 Mar, 2025 03:30:13 AM	01 Mar, 2025 03:42:35 AM	27 Feb, 2025 05:23:37 PM	0:04:20		Internal
596114813843			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 Mar, 2025 03:30:13 AM	01 Mar, 2025 03:42:35 AM	27 Feb, 2025 05:23:37 PM	0:04:20		Internal
596114813843			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 Mar, 2025 03:30:13 AM	01 Mar, 2025 03:42:35 AM	27 Feb, 2025 05:23:37 PM	0:04:20		Internal
596114813843			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 Mar, 2025 03:30:13 AM	01 Mar, 2025 03:42:35 AM	27 Feb, 2025 05:23:37 PM	0:04:20		Internal
596114813843			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 Mar, 2025 03:30:13 AM	01 Mar, 2025 03:42:35 AM	27 Feb, 2025 05:23:37 PM	0:04:20		Internal
596114813843			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 Mar, 2025 03:30:13 AM	01 Mar, 2025 03:42:35 AM	27 Feb, 2025 05:23:37 PM	0:04:20		Internal
596114813843			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 Mar, 2025 03:30:13 AM	01 Mar, 2025 03:42:35 AM	27 Feb, 2025 05:23:37 PM	0:04:20		Internal
596114813843			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 Mar, 2025 03:30:13 AM	01 Mar, 2025 03:42:35 AM	27 Feb, 2025 05:23:37 PM	0:04:20		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596114813843	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	[redacted]	01 Mar, 2025 03:30:13 AM	01 Mar, 2025 03:42:35 AM	27 Feb, 2025 05:23:37 PM	0:04:20		Internal
596114813843			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 Mar, 2025 03:30:13 AM	01 Mar, 2025 03:42:35 AM	27 Feb, 2025 05:23:37 PM	0:04:20		Internal
596114813843			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 Mar, 2025 03:30:13 AM	01 Mar, 2025 03:42:35 AM	27 Feb, 2025 05:23:37 PM	0:04:20		Internal
596114813843			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 Mar, 2025 03:30:13 AM	01 Mar, 2025 03:42:35 AM	27 Feb, 2025 05:23:37 PM	0:04:20		Internal
596114813843			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 Mar, 2025 03:30:13 AM	01 Mar, 2025 03:42:35 AM	27 Feb, 2025 05:23:37 PM	0:04:20		Internal
596114813843			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 Mar, 2025 03:30:13 AM	01 Mar, 2025 03:42:35 AM	27 Feb, 2025 05:23:37 PM	0:04:20		Internal
596114813843			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 Mar, 2025 03:30:13 AM	01 Mar, 2025 03:42:35 AM	27 Feb, 2025 05:23:37 PM	0:04:20		Internal
596114813843			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 Mar, 2025 03:30:13 AM	01 Mar, 2025 03:42:35 AM	27 Feb, 2025 05:23:37 PM	0:04:20		Internal
596114813843			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 Mar, 2025 03:30:13 AM	01 Mar, 2025 03:42:35 AM	27 Feb, 2025 05:23:37 PM	0:04:20		Internal
596114813843			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 Mar, 2025 03:30:13 AM	01 Mar, 2025 03:42:35 AM	27 Feb, 2025 05:23:37 PM	0:04:20		Internal
596114813843			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 Mar, 2025 03:30:13 AM	01 Mar, 2025 03:42:35 AM	27 Feb, 2025 05:23:37 PM	0:04:20		Internal
596114813843			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 Mar, 2025 03:30:13 AM	01 Mar, 2025 03:42:35 AM	27 Feb, 2025 05:23:37 PM	0:04:20		Internal
596114813843			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 Mar, 2025 03:30:13 AM	01 Mar, 2025 03:42:35 AM	27 Feb, 2025 05:23:37 PM	0:04:20		Internal
596114813843			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		01 Mar, 2025 03:30:13 AM	01 Mar, 2025 03:42:35 AM	27 Feb, 2025 05:23:37 PM	0:04:20		Internal
596114813843			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 Mar, 2025 03:30:13 AM	01 Mar, 2025 03:42:35 AM	27 Feb, 2025 05:23:37 PM	0:04:20		Internal
596114813843			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 Mar, 2025 03:30:13 AM	01 Mar, 2025 03:42:35 AM	27 Feb, 2025 05:23:37 PM	0:04:20		Internal
596114813843			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 Mar, 2025 03:30:13 AM	01 Mar, 2025 03:42:35 AM	27 Feb, 2025 05:23:37 PM	0:04:20		Internal
596115030853			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Mar, 2025 03:45:03 AM	01 Mar, 2025 03:55:27 AM	28 Feb, 2025 08:22:20 PM	0:07:05		Internal
596115030853			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 Mar, 2025 03:45:03 AM	01 Mar, 2025 03:55:27 AM	28 Feb, 2025 08:22:20 PM	0:07:05		Internal
596115030853			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 Mar, 2025 03:45:03 AM	01 Mar, 2025 03:55:27 AM	28 Feb, 2025 08:22:20 PM	0:07:05		Internal
596115030853			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 Mar, 2025 03:45:03 AM	01 Mar, 2025 03:55:27 AM	28 Feb, 2025 08:22:20 PM	0:07:05		Internal
596115030853			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 Mar, 2025 03:45:03 AM	01 Mar, 2025 03:55:27 AM	28 Feb, 2025 08:22:20 PM	0:07:05		Internal
596115030853			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 Mar, 2025 03:45:03 AM	01 Mar, 2025 03:55:27 AM	28 Feb, 2025 08:22:20 PM	0:07:05		Internal
596115030853			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 Mar, 2025 03:45:03 AM	01 Mar, 2025 03:55:27 AM	28 Feb, 2025 08:22:20 PM	0:07:05		Internal
596115030853			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 Mar, 2025 03:45:03 AM	01 Mar, 2025 03:55:27 AM	28 Feb, 2025 08:22:20 PM	0:07:05		Internal
596115030853			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 Mar, 2025 03:45:03 AM	01 Mar, 2025 03:55:27 AM	28 Feb, 2025 08:22:20 PM	0:07:05		Internal
596115030853			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 Mar, 2025 03:45:03 AM	01 Mar, 2025 03:55:27 AM	28 Feb, 2025 08:22:20 PM	0:07:05		Internal
596115030853			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 Mar, 2025 03:45:03 AM	01 Mar, 2025 03:55:27 AM	28 Feb, 2025 08:22:20 PM	0:07:05		Internal
596115030853			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 Mar, 2025 03:45:03 AM	01 Mar, 2025 03:55:27 AM	28 Feb, 2025 08:22:20 PM	0:07:05		Internal
596115030853			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 Mar, 2025 03:45:03 AM	01 Mar, 2025 03:55:27 AM	28 Feb, 2025 08:22:20 PM	0:07:05		Internal
596115030853			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 Mar, 2025 03:45:03 AM	01 Mar, 2025 03:55:27 AM	28 Feb, 2025 08:22:20 PM	0:07:05		Internal
596115030853			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 Mar, 2025 03:45:03 AM	01 Mar, 2025 03:55:27 AM	28 Feb, 2025 08:22:20 PM	0:07:05		Internal
596115030853			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 Mar, 2025 03:45:03 AM	01 Mar, 2025 03:55:27 AM	28 Feb, 2025 08:22:20 PM	0:07:05		Internal
596115030853			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 Mar, 2025 03:45:03 AM	01 Mar, 2025 03:55:27 AM	28 Feb, 2025 08:22:20 PM	0:07:05		Internal
596115030853			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 Mar, 2025 03:45:03 AM	01 Mar, 2025 03:55:27 AM	28 Feb, 2025 08:22:20 PM	0:07:05		Internal
596115030853			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 Mar, 2025 03:45:03 AM	01 Mar, 2025 03:55:27 AM	28 Feb, 2025 08:22:20 PM	0:07:05		Internal
596115030853			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 Mar, 2025 03:45:03 AM	01 Mar, 2025 03:55:27 AM	28 Feb, 2025 08:22:20 PM	0:07:05		Internal
596115030853			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 Mar, 2025 03:45:03 AM	01 Mar, 2025 03:55:27 AM	28 Feb, 2025 08:22:20 PM	0:07:05		Internal
596115030853			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 Mar, 2025 03:45:03 AM	01 Mar, 2025 03:55:27 AM	28 Feb, 2025 08:22:20 PM	0:07:05		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596115030853	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	[redacted]	01 Mar, 2025 03:45:03 AM	01 Mar, 2025 03:55:27 AM	28 Feb, 2025 08:22:20 PM	0:07:05		Internal
596115030853			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 Mar, 2025 03:45:03 AM	01 Mar, 2025 03:55:27 AM	28 Feb, 2025 08:22:20 PM	0:07:05		Internal
596115030853			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 Mar, 2025 03:45:03 AM	01 Mar, 2025 03:55:27 AM	28 Feb, 2025 08:22:20 PM	0:07:05		Internal
596115030853			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 Mar, 2025 03:45:03 AM	01 Mar, 2025 03:55:27 AM	28 Feb, 2025 08:22:20 PM	0:07:05		Internal
596114801038			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Mar, 2025 03:57:44 AM	01 Mar, 2025 04:04:25 AM	27 Feb, 2025 04:51:49 PM	0:05:48		Internal
596114801038			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 Mar, 2025 03:57:44 AM	01 Mar, 2025 04:04:25 AM	27 Feb, 2025 04:51:49 PM	0:05:48		Internal
596114801038			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 Mar, 2025 03:57:44 AM	01 Mar, 2025 04:04:25 AM	27 Feb, 2025 04:51:49 PM	0:05:48		Internal
596114801038			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 Mar, 2025 03:57:44 AM	01 Mar, 2025 04:04:25 AM	27 Feb, 2025 04:51:49 PM	0:05:48		Internal
596114801038			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 Mar, 2025 03:57:44 AM	01 Mar, 2025 04:04:25 AM	27 Feb, 2025 04:51:49 PM	0:05:48		Internal
596114801038			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 Mar, 2025 03:57:44 AM	01 Mar, 2025 04:04:25 AM	27 Feb, 2025 04:51:49 PM	0:05:48		Internal
596114801038			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 Mar, 2025 03:57:44 AM	01 Mar, 2025 04:04:25 AM	27 Feb, 2025 04:51:49 PM	0:05:48		Internal
596114801038			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 Mar, 2025 03:57:44 AM	01 Mar, 2025 04:04:25 AM	27 Feb, 2025 04:51:49 PM	0:05:48		Internal
596114801038			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 Mar, 2025 03:57:44 AM	01 Mar, 2025 04:04:25 AM	27 Feb, 2025 04:51:49 PM	0:05:48		Internal
596114801038			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 Mar, 2025 03:57:44 AM	01 Mar, 2025 04:04:25 AM	27 Feb, 2025 04:51:49 PM	0:05:48		Internal
596114801038			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 Mar, 2025 03:57:44 AM	01 Mar, 2025 04:04:25 AM	27 Feb, 2025 04:51:49 PM	0:05:48		Internal
596114801038			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 Mar, 2025 03:57:44 AM	01 Mar, 2025 04:04:25 AM	27 Feb, 2025 04:51:49 PM	0:05:48		Internal
596114801038			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 Mar, 2025 03:57:44 AM	01 Mar, 2025 04:04:25 AM	27 Feb, 2025 04:51:49 PM	0:05:48		Internal
596114801038			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 Mar, 2025 03:57:44 AM	01 Mar, 2025 04:04:25 AM	27 Feb, 2025 04:51:49 PM	0:05:48		Internal
596114801038			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 Mar, 2025 03:57:44 AM	01 Mar, 2025 04:04:25 AM	27 Feb, 2025 04:51:49 PM	0:05:48		Internal
596114801038			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 Mar, 2025 03:57:44 AM	01 Mar, 2025 04:04:25 AM	27 Feb, 2025 04:51:49 PM	0:05:48		Internal
596114801038			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 Mar, 2025 03:57:44 AM	01 Mar, 2025 04:04:25 AM	27 Feb, 2025 04:51:49 PM	0:05:48		Internal
596114801038			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 Mar, 2025 03:57:44 AM	01 Mar, 2025 04:04:25 AM	27 Feb, 2025 04:51:49 PM	0:05:48		Internal
596114801038			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 Mar, 2025 03:57:44 AM	01 Mar, 2025 04:04:25 AM	27 Feb, 2025 04:51:49 PM	0:05:48		Internal
596114801038			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 Mar, 2025 03:57:44 AM	01 Mar, 2025 04:04:25 AM	27 Feb, 2025 04:51:49 PM	0:05:48		Internal
596114801038			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 Mar, 2025 03:57:44 AM	01 Mar, 2025 04:04:25 AM	27 Feb, 2025 04:51:49 PM	0:05:48		Internal
596114801038			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 Mar, 2025 03:57:44 AM	01 Mar, 2025 04:04:25 AM	27 Feb, 2025 04:51:49 PM	0:05:48		Internal
596114801038			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		01 Mar, 2025 03:57:44 AM	01 Mar, 2025 04:04:25 AM	27 Feb, 2025 04:51:49 PM	0:05:48		Internal
596114801038			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 Mar, 2025 03:57:44 AM	01 Mar, 2025 04:04:25 AM	27 Feb, 2025 04:51:49 PM	0:05:48		Internal
596114801038			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 Mar, 2025 03:57:44 AM	01 Mar, 2025 04:04:25 AM	27 Feb, 2025 04:51:49 PM	0:05:48		Internal
596114801038			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 Mar, 2025 03:57:44 AM	01 Mar, 2025 04:04:25 AM	27 Feb, 2025 04:51:49 PM	0:05:48		Internal
594150374204			CTE_Res_Outage_Span		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Feb, 2025 01:30:43 PM	01 Mar, 2025 04:12:07 AM	03 Feb, 2025 12:58:04 PM	0:07:35		Internal
594150374204			CTE_Res_Outage_Span		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Feb, 2025 01:30:43 PM	01 Mar, 2025 04:12:07 AM	03 Feb, 2025 12:58:04 PM	0:07:35		Internal
594150374204			CTE_Res_Outage_Span		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Feb, 2025 01:30:43 PM	01 Mar, 2025 04:12:07 AM	03 Feb, 2025 12:58:04 PM	0:07:35		Internal
594150374204			CTE_Res_Outage_Span		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Feb, 2025 01:30:43 PM	01 Mar, 2025 04:12:07 AM	03 Feb, 2025 12:58:04 PM	0:07:35		Internal
594150374204			CTE_Res_Outage_Span		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Feb, 2025 01:30:43 PM	01 Mar, 2025 04:12:07 AM	03 Feb, 2025 12:58:04 PM	0:07:35		Internal
594150374204			CTE_Res_Outage_Span		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Feb, 2025 01:30:43 PM	01 Mar, 2025 04:12:07 AM	03 Feb, 2025 12:58:04 PM	0:07:35		Internal
594150374204			CTE_Res_Outage_Span		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Feb, 2025 01:30:43 PM	01 Mar, 2025 04:12:07 AM	03 Feb, 2025 12:58:04 PM	0:07:35		Internal
594150374204			CTE_Res_Outage_Span		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Feb, 2025 01:30:43 PM	01 Mar, 2025 04:12:07 AM	03 Feb, 2025 12:58:04 PM	0:07:35		Internal
594150374204			CTE_Res_Outage_Span		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Feb, 2025 01:30:43 PM	01 Mar, 2025 04:12:07 AM	03 Feb, 2025 12:58:04 PM	0:07:35		Internal
594150374204			CTE_Res_Outage_Span		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Feb, 2025 01:30:43 PM	01 Mar, 2025 04:12:07 AM	03 Feb, 2025 12:58:04 PM	0:07:35		Internal
594150374204			CTE_Res_Outage_Span		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Feb, 2025 01:30:43 PM	01 Mar, 2025 04:12:07 AM	03 Feb, 2025 12:58:04 PM	0:07:35		Internal
594150374204			CTE_Res_Outage_Span		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Feb, 2025 01:30:43 PM	01 Mar, 2025 04:12:07 AM	03 Feb, 2025 12:58:04 PM	0:07:35		Internal
594150374204			CTE_Res_Outage_Span		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Feb, 2025 01:30:43 PM	01 Mar, 2025 04:12:07 AM	03 Feb, 2025 12:58:04 PM	0:07:35		Internal
594150374204			CTE_Res_Outage_Span		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Feb, 2025 01:30:43 PM	01 Mar, 2025 04:12:07 AM	03 Feb, 2025 12:58:04 PM	0:07:35		Internal
594150374204			CTE_Res_Outage_Span		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Feb, 2025 01:30:43 PM	01 Mar, 2025 04:12:07 AM	03 Feb, 2025 12:58:04 PM	0:07:35		Internal
594150374204			CTE_Res_Outage_Span		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Feb, 2025 01:30:43 PM	01 Mar, 2025 04:12:07 AM	03 Feb, 2025 12:58:04 PM	0:07:35		Internal
594150374204			CTE_Res_Outage_Span		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Feb, 2025 01:30:43 PM	01 Mar, 2025 04:12:07 AM	03 Feb, 2025 12:58:04 PM	0:07:35		Internal

Master Contact		Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594150374204		CTE_Res_Outage_Span		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Feb, 2025 01:30:43 PM	01 Mar, 2025 04:12:07 AM	03 Feb, 2025 12:58:04 PM	0:07:35		Internal
594150374204		CTE_Res_Outage_Span		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Feb, 2025 01:30:43 PM	01 Mar, 2025 04:12:07 AM	03 Feb, 2025 12:58:04 PM	0:07:35		Internal
594150374204		CTE_Res_Outage_Span		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Feb, 2025 01:30:43 PM	01 Mar, 2025 04:12:07 AM	03 Feb, 2025 12:58:04 PM	0:07:35		Internal
594150374204		CTE_Res_Outage_Span		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Feb, 2025 01:30:43 PM	01 Mar, 2025 04:12:07 AM	03 Feb, 2025 12:58:04 PM	0:07:35		Internal
594150374204		CTE_Res_Outage_Span		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Feb, 2025 01:30:43 PM	01 Mar, 2025 04:12:07 AM	03 Feb, 2025 12:58:04 PM	0:07:35		Internal
594150374204		CTE_Res_Outage_Span		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Feb, 2025 01:30:43 PM	01 Mar, 2025 04:12:07 AM	03 Feb, 2025 12:58:04 PM	0:07:35		Internal
594150374204		CTE_Res_Outage_Span		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Feb, 2025 01:30:43 PM	01 Mar, 2025 04:12:07 AM	03 Feb, 2025 12:58:04 PM	0:07:35		Internal
594150374204		CTE_Res_Outage_Span		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Feb, 2025 01:30:43 PM	01 Mar, 2025 04:12:07 AM	03 Feb, 2025 12:58:04 PM	0:07:35		Internal
594150374204		CTE_Res_Outage_Span		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Feb, 2025 01:30:43 PM	01 Mar, 2025 04:12:07 AM	03 Feb, 2025 12:58:04 PM	0:07:35		Internal
596114962986		CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Mar, 2025 04:06:43 AM	01 Mar, 2025 04:18:50 AM	28 Feb, 2025 04:06:47 PM	0:06:02		Internal
596114962986		CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 Mar, 2025 04:06:43 AM	01 Mar, 2025 04:18:50 AM	28 Feb, 2025 04:06:47 PM	0:06:02		Internal
596114962986		CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 Mar, 2025 04:06:43 AM	01 Mar, 2025 04:18:50 AM	28 Feb, 2025 04:06:47 PM	0:06:02		Internal
596114962986		CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 Mar, 2025 04:06:43 AM	01 Mar, 2025 04:18:50 AM	28 Feb, 2025 04:06:47 PM	0:06:02		Internal
596114962986		CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 Mar, 2025 04:06:43 AM	01 Mar, 2025 04:18:50 AM	28 Feb, 2025 04:06:47 PM	0:06:02		Internal
596114962986		CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 Mar, 2025 04:06:43 AM	01 Mar, 2025 04:18:50 AM	28 Feb, 2025 04:06:47 PM	0:06:02		Internal
596114962986		CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 Mar, 2025 04:06:43 AM	01 Mar, 2025 04:18:50 AM	28 Feb, 2025 04:06:47 PM	0:06:02		Internal
596114962986		CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 Mar, 2025 04:06:43 AM	01 Mar, 2025 04:18:50 AM	28 Feb, 2025 04:06:47 PM	0:06:02		Internal
596114962986		CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 Mar, 2025 04:06:43 AM	01 Mar, 2025 04:18:50 AM	28 Feb, 2025 04:06:47 PM	0:06:02		Internal
596114962986		CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 Mar, 2025 04:06:43 AM	01 Mar, 2025 04:18:50 AM	28 Feb, 2025 04:06:47 PM	0:06:02		Internal
596114962986		CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 Mar, 2025 04:06:43 AM	01 Mar, 2025 04:18:50 AM	28 Feb, 2025 04:06:47 PM	0:06:02		Internal
596114962986		CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 Mar, 2025 04:06:43 AM	01 Mar, 2025 04:18:50 AM	28 Feb, 2025 04:06:47 PM	0:06:02		Internal
596114962986		CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 Mar, 2025 04:06:43 AM	01 Mar, 2025 04:18:50 AM	28 Feb, 2025 04:06:47 PM	0:06:02		Internal
596114962986		CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 Mar, 2025 04:06:43 AM	01 Mar, 2025 04:18:50 AM	28 Feb, 2025 04:06:47 PM	0:06:02		Internal
596114962986		CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 Mar, 2025 04:06:43 AM	01 Mar, 2025 04:18:50 AM	28 Feb, 2025 04:06:47 PM	0:06:02		Internal
596114962986		CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 Mar, 2025 04:06:43 AM	01 Mar, 2025 04:18:50 AM	28 Feb, 2025 04:06:47 PM	0:06:02		Internal
596114962986		CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 Mar, 2025 04:06:43 AM	01 Mar, 2025 04:18:50 AM	28 Feb, 2025 04:06:47 PM	0:06:02		Internal
596114962986		CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 Mar, 2025 04:06:43 AM	01 Mar, 2025 04:18:50 AM	28 Feb, 2025 04:06:47 PM	0:06:02		Internal
596114962986		CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 Mar, 2025 04:06:43 AM	01 Mar, 2025 04:18:50 AM	28 Feb, 2025 04:06:47 PM	0:06:02		Internal
596114962986		CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 Mar, 2025 04:06:43 AM	01 Mar, 2025 04:18:50 AM	28 Feb, 2025 04:06:47 PM	0:06:02		Internal
596114962986		CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 Mar, 2025 04:06:43 AM	01 Mar, 2025 04:18:50 AM	28 Feb, 2025 04:06:47 PM	0:06:02		Internal
596114962986		CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 Mar, 2025 04:06:43 AM	01 Mar, 2025 04:18:50 AM	28 Feb, 2025 04:06:47 PM	0:06:02		Internal
596114962986		CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		01 Mar, 2025 04:06:43 AM	01 Mar, 2025 04:18:50 AM	28 Feb, 2025 04:06:47 PM	0:06:02		Internal
596114962986		CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 Mar, 2025 04:06:43 AM	01 Mar, 2025 04:18:50 AM	28 Feb, 2025 04:06:47 PM	0:06:02		Internal
596114962986		CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 Mar, 2025 04:06:43 AM	01 Mar, 2025 04:18:50 AM	28 Feb, 2025 04:06:47 PM	0:06:02		Internal
596114962986		CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 Mar, 2025 04:06:43 AM	01 Mar, 2025 04:18:50 AM	28 Feb, 2025 04:06:47 PM	0:06:02		Internal
596114759990		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Mar, 2025 04:23:02 AM	01 Mar, 2025 04:31:31 AM	27 Feb, 2025 02:16:55 PM	0:04:26		Internal
596114759990		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 Mar, 2025 04:23:02 AM	01 Mar, 2025 04:31:31 AM	27 Feb, 2025 02:16:55 PM	0:04:26		Internal
596114759990		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 Mar, 2025 04:23:02 AM	01 Mar, 2025 04:31:31 AM	27 Feb, 2025 02:16:55 PM	0:04:26		Internal
596114759990		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 Mar, 2025 04:23:02 AM	01 Mar, 2025 04:31:31 AM	27 Feb, 2025 02:16:55 PM	0:04:26		Internal
596114759990		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 Mar, 2025 04:23:02 AM	01 Mar, 2025 04:31:31 AM	27 Feb, 2025 02:16:55 PM	0:04:26		Internal
596114759990		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 Mar, 2025 04:23:02 AM	01 Mar, 2025 04:31:31 AM	27 Feb, 2025 02:16:55 PM	0:04:26		Internal
596114759990		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 Mar, 2025 04:23:02 AM	01 Mar, 2025 04:31:31 AM	27 Feb, 2025 02:16:55 PM	0:04:26		Internal
596114759990		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 Mar, 2025 04:23:02 AM	01 Mar, 2025 04:31:31 AM	27 Feb, 2025 02:16:55 PM	0:04:26		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596114759990	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	[redacted]	01 Mar, 2025 04:23:02 AM	01 Mar, 2025 04:31:31 AM	27 Feb, 2025 02:16:55 PM	0:04:26		Internal
596114759990			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 Mar, 2025 04:23:02 AM	01 Mar, 2025 04:31:31 AM	27 Feb, 2025 02:16:55 PM	0:04:26		Internal
596114759990			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 Mar, 2025 04:23:02 AM	01 Mar, 2025 04:31:31 AM	27 Feb, 2025 02:16:55 PM	0:04:26		Internal
596114759990			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 Mar, 2025 04:23:02 AM	01 Mar, 2025 04:31:31 AM	27 Feb, 2025 02:16:55 PM	0:04:26		Internal
596114759990			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 Mar, 2025 04:23:02 AM	01 Mar, 2025 04:31:31 AM	27 Feb, 2025 02:16:55 PM	0:04:26		Internal
596114759990			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 Mar, 2025 04:23:02 AM	01 Mar, 2025 04:31:31 AM	27 Feb, 2025 02:16:55 PM	0:04:26		Internal
596114759990			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 Mar, 2025 04:23:02 AM	01 Mar, 2025 04:31:31 AM	27 Feb, 2025 02:16:55 PM	0:04:26		Internal
596114759990			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 Mar, 2025 04:23:02 AM	01 Mar, 2025 04:31:31 AM	27 Feb, 2025 02:16:55 PM	0:04:26		Internal
596114759990			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 Mar, 2025 04:23:02 AM	01 Mar, 2025 04:31:31 AM	27 Feb, 2025 02:16:55 PM	0:04:26		Internal
596114759990			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 Mar, 2025 04:23:02 AM	01 Mar, 2025 04:31:31 AM	27 Feb, 2025 02:16:55 PM	0:04:26		Internal
596114759990			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 Mar, 2025 04:23:02 AM	01 Mar, 2025 04:31:31 AM	27 Feb, 2025 02:16:55 PM	0:04:26		Internal
596114759990			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 Mar, 2025 04:23:02 AM	01 Mar, 2025 04:31:31 AM	27 Feb, 2025 02:16:55 PM	0:04:26		Internal
596114759990			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 Mar, 2025 04:23:02 AM	01 Mar, 2025 04:31:31 AM	27 Feb, 2025 02:16:55 PM	0:04:26		Internal
596114759990			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 Mar, 2025 04:23:02 AM	01 Mar, 2025 04:31:31 AM	27 Feb, 2025 02:16:55 PM	0:04:26		Internal
596114759990			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		01 Mar, 2025 04:23:02 AM	01 Mar, 2025 04:31:31 AM	27 Feb, 2025 02:16:55 PM	0:04:26		Internal
596114759990			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 Mar, 2025 04:23:02 AM	01 Mar, 2025 04:31:31 AM	27 Feb, 2025 02:16:55 PM	0:04:26		Internal
596114759990			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 Mar, 2025 04:23:02 AM	01 Mar, 2025 04:31:31 AM	27 Feb, 2025 02:16:55 PM	0:04:26		Internal
596114759990			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 Mar, 2025 04:23:02 AM	01 Mar, 2025 04:31:31 AM	27 Feb, 2025 02:16:55 PM	0:04:26		Internal
595161309826			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Feb, 2025 12:31:11 PM	01 Mar, 2025 04:51:42 AM	17 Feb, 2025 02:40:53 PM	0:04:17		Internal
595161309826			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Feb, 2025 12:31:11 PM	01 Mar, 2025 04:51:42 AM	17 Feb, 2025 02:40:53 PM	0:04:17		Internal
595161309826			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Feb, 2025 12:31:11 PM	01 Mar, 2025 04:51:42 AM	17 Feb, 2025 02:40:53 PM	0:04:17		Internal
595161309826			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Feb, 2025 12:31:11 PM	01 Mar, 2025 04:51:42 AM	17 Feb, 2025 02:40:53 PM	0:04:17		Internal
595161309826			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Feb, 2025 12:31:11 PM	01 Mar, 2025 04:51:42 AM	17 Feb, 2025 02:40:53 PM	0:04:17		Internal
595161309826			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Feb, 2025 12:31:11 PM	01 Mar, 2025 04:51:42 AM	17 Feb, 2025 02:40:53 PM	0:04:17		Internal
595161309826			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Feb, 2025 12:31:11 PM	01 Mar, 2025 04:51:42 AM	17 Feb, 2025 02:40:53 PM	0:04:17		Internal
595161309826			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Feb, 2025 12:31:11 PM	01 Mar, 2025 04:51:42 AM	17 Feb, 2025 02:40:53 PM	0:04:17		Internal
595161309826			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Feb, 2025 12:31:11 PM	01 Mar, 2025 04:51:42 AM	17 Feb, 2025 02:40:53 PM	0:04:17		Internal
595161309826			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Feb, 2025 12:31:11 PM	01 Mar, 2025 04:51:42 AM	17 Feb, 2025 02:40:53 PM	0:04:17		Internal
595161309826			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Feb, 2025 12:31:11 PM	01 Mar, 2025 04:51:42 AM	17 Feb, 2025 02:40:53 PM	0:04:17		Internal
595161309826			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Feb, 2025 12:31:11 PM	01 Mar, 2025 04:51:42 AM	17 Feb, 2025 02:40:53 PM	0:04:17		Internal
595161309826			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Feb, 2025 12:31:11 PM	01 Mar, 2025 04:51:42 AM	17 Feb, 2025 02:40:53 PM	0:04:17		Internal
595161309826			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Feb, 2025 12:31:11 PM	01 Mar, 2025 04:51:42 AM	17 Feb, 2025 02:40:53 PM	0:04:17		Internal
595161309826			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Feb, 2025 12:31:11 PM	01 Mar, 2025 04:51:42 AM	17 Feb, 2025 02:40:53 PM	0:04:17		Internal
595161309826			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Feb, 2025 12:31:11 PM	01 Mar, 2025 04:51:42 AM	17 Feb, 2025 02:40:53 PM	0:04:17		Internal
595161309826			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Feb, 2025 12:31:11 PM	01 Mar, 2025 04:51:42 AM	17 Feb, 2025 02:40:53 PM	0:04:17		Internal
595161309826			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Feb, 2025 12:31:11 PM	01 Mar, 2025 04:51:42 AM	17 Feb, 2025 02:40:53 PM	0:04:17		Internal
595161309826			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Feb, 2025 12:31:11 PM	01 Mar, 2025 04:51:42 AM	17 Feb, 2025 02:40:53 PM	0:04:17		Internal
595161309826			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Feb, 2025 12:31:11 PM	01 Mar, 2025 04:51:42 AM	17 Feb, 2025 02:40:53 PM	0:04:17		Internal

Master Contact	Agent Name	Team	Skill		Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595161309826			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Feb, 2025 12:31:11 PM	01 Mar, 2025 04:51:42 AM	17 Feb, 2025 02:40:53 PM	0:04:17		Internal
595161309826			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Feb, 2025 12:31:11 PM	01 Mar, 2025 04:51:42 AM	17 Feb, 2025 02:40:53 PM	0:04:17		Internal
595161309826			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		19 Feb, 2025 12:31:11 PM	01 Mar, 2025 04:51:42 AM	17 Feb, 2025 02:40:53 PM	0:04:17		Internal
595161309826			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Feb, 2025 12:31:11 PM	01 Mar, 2025 04:51:42 AM	17 Feb, 2025 02:40:53 PM	0:04:17		Internal
595161309826			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Feb, 2025 12:31:11 PM	01 Mar, 2025 04:51:42 AM	17 Feb, 2025 02:40:53 PM	0:04:17		Internal
595161309826			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Feb, 2025 12:31:11 PM	01 Mar, 2025 04:51:42 AM	17 Feb, 2025 02:40:53 PM	0:04:17		Internal
595161347810			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Feb, 2025 07:01:09 PM	01 Mar, 2025 05:01:41 AM	17 Feb, 2025 06:29:09 PM	0:03:06		Internal
595161347810			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Feb, 2025 07:01:09 PM	01 Mar, 2025 05:01:41 AM	17 Feb, 2025 06:29:09 PM	0:03:06		Internal
595161347810			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Feb, 2025 07:01:09 PM	01 Mar, 2025 05:01:41 AM	17 Feb, 2025 06:29:09 PM	0:03:06		Internal
595161347810			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Feb, 2025 07:01:09 PM	01 Mar, 2025 05:01:41 AM	17 Feb, 2025 06:29:09 PM	0:03:06		Internal
595161347810			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Feb, 2025 07:01:09 PM	01 Mar, 2025 05:01:41 AM	17 Feb, 2025 06:29:09 PM	0:03:06		Internal
595161347810			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Feb, 2025 07:01:09 PM	01 Mar, 2025 05:01:41 AM	17 Feb, 2025 06:29:09 PM	0:03:06		Internal
595161347810			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Feb, 2025 07:01:09 PM	01 Mar, 2025 05:01:41 AM	17 Feb, 2025 06:29:09 PM	0:03:06		Internal
595161347810			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Feb, 2025 07:01:09 PM	01 Mar, 2025 05:01:41 AM	17 Feb, 2025 06:29:09 PM	0:03:06		Internal
595161347810			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Feb, 2025 07:01:09 PM	01 Mar, 2025 05:01:41 AM	17 Feb, 2025 06:29:09 PM	0:03:06		Internal
595161347810			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Feb, 2025 07:01:09 PM	01 Mar, 2025 05:01:41 AM	17 Feb, 2025 06:29:09 PM	0:03:06		Internal
595161347810			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Feb, 2025 07:01:09 PM	01 Mar, 2025 05:01:41 AM	17 Feb, 2025 06:29:09 PM	0:03:06		Internal
595161347810			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Feb, 2025 07:01:09 PM	01 Mar, 2025 05:01:41 AM	17 Feb, 2025 06:29:09 PM	0:03:06		Internal
595161347810			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Feb, 2025 07:01:09 PM	01 Mar, 2025 05:01:41 AM	17 Feb, 2025 06:29:09 PM	0:03:06		Internal
595161347810			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Feb, 2025 07:01:09 PM	01 Mar, 2025 05:01:41 AM	17 Feb, 2025 06:29:09 PM	0:03:06		Internal
595161347810			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Feb, 2025 07:01:09 PM	01 Mar, 2025 05:01:41 AM	17 Feb, 2025 06:29:09 PM	0:03:06		Internal
595161347810			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Feb, 2025 07:01:09 PM	01 Mar, 2025 05:01:41 AM	17 Feb, 2025 06:29:09 PM	0:03:06		Internal
595161347810			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Feb, 2025 07:01:09 PM	01 Mar, 2025 05:01:41 AM	17 Feb, 2025 06:29:09 PM	0:03:06		Internal
595161347810			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Feb, 2025 07:01:09 PM	01 Mar, 2025 05:01:41 AM	17 Feb, 2025 06:29:09 PM	0:03:06		Internal
595161347810			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Feb, 2025 07:01:09 PM	01 Mar, 2025 05:01:41 AM	17 Feb, 2025 06:29:09 PM	0:03:06		Internal
595161347810			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Feb, 2025 07:01:09 PM	01 Mar, 2025 05:01:41 AM	17 Feb, 2025 06:29:09 PM	0:03:06		Internal
595161347810			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Feb, 2025 07:01:09 PM	01 Mar, 2025 05:01:41 AM	17 Feb, 2025 06:29:09 PM	0:03:06		Internal
595161347810			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Feb, 2025 07:01:09 PM	01 Mar, 2025 05:01:41 AM	17 Feb, 2025 06:29:09 PM	0:03:06		Internal
595161347810			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		17 Feb, 2025 07:01:09 PM	01 Mar, 2025 05:01:41 AM	17 Feb, 2025 06:29:09 PM	0:03:06		Internal
595161347810			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Feb, 2025 07:01:09 PM	01 Mar, 2025 05:01:41 AM	17 Feb, 2025 06:29:09 PM	0:03:06		Internal
595161347810			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Feb, 2025 07:01:09 PM	01 Mar, 2025 05:01:41 AM	17 Feb, 2025 06:29:09 PM	0:03:06		Internal
595161347810			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Feb, 2025 07:01:09 PM	01 Mar, 2025 05:01:41 AM	17 Feb, 2025 06:29:09 PM	0:03:06		Internal
594151485387			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Feb, 2025 12:00:53 PM	01 Mar, 2025 07:39:00 PM	10 Feb, 2025 08:50:06 PM	0:08:50		Internal
594151485387			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Feb, 2025 12:00:53 PM	01 Mar, 2025 07:39:00 PM	10 Feb, 2025 08:50:06 PM	0:08:50		Internal
594151485387			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Feb, 2025 12:00:53 PM	01 Mar, 2025 07:39:00 PM	10 Feb, 2025 08:50:06 PM	0:08:50		Internal
594151485387			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Feb, 2025 12:00:53 PM	01 Mar, 2025 07:39:00 PM	10 Feb, 2025 08:50:06 PM	0:08:50		Internal
594151485387			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Feb, 2025 12:00:53 PM	01 Mar, 2025 07:39:00 PM	10 Feb, 2025 08:50:06 PM	0:08:50		Internal
594151485387			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Feb, 2025 12:00:53 PM	01 Mar, 2025 07:39:00 PM	10 Feb, 2025 08:50:06 PM	0:08:50		Internal
594151485387			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Feb, 2025 12:00:53 PM	01 Mar, 2025 07:39:00 PM	10 Feb, 2025 08:50:06 PM	0:08:50		Internal
594151485387			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Feb, 2025 12:00:53 PM	01 Mar, 2025 07:39:00 PM	10 Feb, 2025 08:50:06 PM	0:08:50		Internal
594151485387			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Feb, 2025 12:00:53 PM	01 Mar, 2025 07:39:00 PM	10 Feb, 2025 08:50:06 PM	0:08:50		Internal
594151485387			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Feb, 2025 12:00:53 PM	01 Mar, 2025 07:39:00 PM	10 Feb, 2025 08:50:06 PM	0:08:50		Internal
594151485387			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Feb, 2025 12:00:53 PM	01 Mar, 2025 07:39:00 PM	10 Feb, 2025 08:50:06 PM	0:08:50		Internal
594151485387			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Feb, 2025 12:00:53 PM	01 Mar, 2025 07:39:00 PM	10 Feb, 2025 08:50:06 PM	0:08:50		Internal
594151485387			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Feb, 2025 12:00:53 PM	01 Mar, 2025 07:39:00 PM	10 Feb, 2025 08:50:06 PM	0:08:50		Internal
594151485387			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Feb, 2025 12:00:53 PM	01 Mar, 2025 07:39:00 PM	10 Feb, 2025 08:50:06 PM	0:08:50		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594151485387	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	11 Feb, 2025 12:00:53 PM	01 Mar, 2025 07:39:00 PM	10 Feb, 2025 08:50:06 PM	0:08:50		Internal
594151485387			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Feb, 2025 12:00:53 PM	01 Mar, 2025 07:39:00 PM	10 Feb, 2025 08:50:06 PM	0:08:50		Internal
594151485387			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Feb, 2025 12:00:53 PM	01 Mar, 2025 07:39:00 PM	10 Feb, 2025 08:50:06 PM	0:08:50		Internal
594151485387			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Feb, 2025 12:00:53 PM	01 Mar, 2025 07:39:00 PM	10 Feb, 2025 08:50:06 PM	0:08:50		Internal
594151485387			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Feb, 2025 12:00:53 PM	01 Mar, 2025 07:39:00 PM	10 Feb, 2025 08:50:06 PM	0:08:50		Internal
594151485387			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Feb, 2025 12:00:53 PM	01 Mar, 2025 07:39:00 PM	10 Feb, 2025 08:50:06 PM	0:08:50		Internal
594151485387			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Feb, 2025 12:00:53 PM	01 Mar, 2025 07:39:00 PM	10 Feb, 2025 08:50:06 PM	0:08:50		Internal
594151485387			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Feb, 2025 12:00:53 PM	01 Mar, 2025 07:39:00 PM	10 Feb, 2025 08:50:06 PM	0:08:50		Internal
594151485387			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		11 Feb, 2025 12:00:53 PM	01 Mar, 2025 07:39:00 PM	10 Feb, 2025 08:50:06 PM	0:08:50		Internal
594151485387			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Feb, 2025 12:00:53 PM	01 Mar, 2025 07:39:00 PM	10 Feb, 2025 08:50:06 PM	0:08:50		Internal
594151485387			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Feb, 2025 12:00:53 PM	01 Mar, 2025 07:39:00 PM	10 Feb, 2025 08:50:06 PM	0:08:50		Internal
594151485387			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Feb, 2025 12:00:53 PM	01 Mar, 2025 07:39:00 PM	10 Feb, 2025 08:50:06 PM	0:08:50		Internal
595160740141			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Feb, 2025 03:31:27 PM	01 Mar, 2025 08:00:05 PM	12 Feb, 2025 03:24:17 PM	0:05:46		Internal
595160740141			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Feb, 2025 03:31:27 PM	01 Mar, 2025 08:00:05 PM	12 Feb, 2025 03:24:17 PM	0:05:46		Internal
595160740141			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Feb, 2025 03:31:27 PM	01 Mar, 2025 08:00:05 PM	12 Feb, 2025 03:24:17 PM	0:05:46		Internal
595160740141			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Feb, 2025 03:31:27 PM	01 Mar, 2025 08:00:05 PM	12 Feb, 2025 03:24:17 PM	0:05:46		Internal
595160740141			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Feb, 2025 03:31:27 PM	01 Mar, 2025 08:00:05 PM	12 Feb, 2025 03:24:17 PM	0:05:46		Internal
595160740141			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Feb, 2025 03:31:27 PM	01 Mar, 2025 08:00:05 PM	12 Feb, 2025 03:24:17 PM	0:05:46		Internal
595160740141			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Feb, 2025 03:31:27 PM	01 Mar, 2025 08:00:05 PM	12 Feb, 2025 03:24:17 PM	0:05:46		Internal
595160740141			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Feb, 2025 03:31:27 PM	01 Mar, 2025 08:00:05 PM	12 Feb, 2025 03:24:17 PM	0:05:46		Internal
595160740141			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Feb, 2025 03:31:27 PM	01 Mar, 2025 08:00:05 PM	12 Feb, 2025 03:24:17 PM	0:05:46		Internal
595160740141			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Feb, 2025 03:31:27 PM	01 Mar, 2025 08:00:05 PM	12 Feb, 2025 03:24:17 PM	0:05:46		Internal
595160740141			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Feb, 2025 03:31:27 PM	01 Mar, 2025 08:00:05 PM	12 Feb, 2025 03:24:17 PM	0:05:46		Internal
595160740141			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Feb, 2025 03:31:27 PM	01 Mar, 2025 08:00:05 PM	12 Feb, 2025 03:24:17 PM	0:05:46		Internal
595160740141			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Feb, 2025 03:31:27 PM	01 Mar, 2025 08:00:05 PM	12 Feb, 2025 03:24:17 PM	0:05:46		Internal
595160740141			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Feb, 2025 03:31:27 PM	01 Mar, 2025 08:00:05 PM	12 Feb, 2025 03:24:17 PM	0:05:46		Internal
595160740141			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Feb, 2025 03:31:27 PM	01 Mar, 2025 08:00:05 PM	12 Feb, 2025 03:24:17 PM	0:05:46		Internal
595160740141			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Feb, 2025 03:31:27 PM	01 Mar, 2025 08:00:05 PM	12 Feb, 2025 03:24:17 PM	0:05:46		Internal
595160740141			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Feb, 2025 03:31:27 PM	01 Mar, 2025 08:00:05 PM	12 Feb, 2025 03:24:17 PM	0:05:46		Internal
595160740141			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Feb, 2025 03:31:27 PM	01 Mar, 2025 08:00:05 PM	12 Feb, 2025 03:24:17 PM	0:05:46		Internal
595160740141			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Feb, 2025 03:31:27 PM	01 Mar, 2025 08:00:05 PM	12 Feb, 2025 03:24:17 PM	0:05:46		Internal
595160740141			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Feb, 2025 03:31:27 PM	01 Mar, 2025 08:00:05 PM	12 Feb, 2025 03:24:17 PM	0:05:46		Internal
595160740141			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Feb, 2025 03:31:27 PM	01 Mar, 2025 08:00:05 PM	12 Feb, 2025 03:24:17 PM	0:05:46		Internal
595160740141			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Feb, 2025 03:31:27 PM	01 Mar, 2025 08:00:05 PM	12 Feb, 2025 03:24:17 PM	0:05:46		Internal
595160740141			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		12 Feb, 2025 03:31:27 PM	01 Mar, 2025 08:00:05 PM	12 Feb, 2025 03:24:17 PM	0:05:46		Internal
595160740141			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Feb, 2025 03:31:27 PM	01 Mar, 2025 08:00:05 PM	12 Feb, 2025 03:24:17 PM	0:05:46		Internal
595160740141			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Feb, 2025 03:31:27 PM	01 Mar, 2025 08:00:05 PM	12 Feb, 2025 03:24:17 PM	0:05:46		Internal
595160740141			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Feb, 2025 03:31:27 PM	01 Mar, 2025 08:00:05 PM	12 Feb, 2025 03:24:17 PM	0:05:46		Internal
595160690290			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Feb, 2025 09:31:26 PM	01 Mar, 2025 08:36:08 PM	11 Feb, 2025 10:52:22 PM	0:06:24		Internal
595160690290			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Feb, 2025 09:31:26 PM	01 Mar, 2025 08:36:08 PM	11 Feb, 2025 10:52:22 PM	0:06:24		Internal
595160690290			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Feb, 2025 09:31:26 PM	01 Mar, 2025 08:36:08 PM	11 Feb, 2025 10:52:22 PM	0:06:24		Internal
595160690290			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Feb, 2025 09:31:26 PM	01 Mar, 2025 08:36:08 PM	11 Feb, 2025 10:52:22 PM	0:06:24		Internal
595160690290			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Feb, 2025 09:31:26 PM	01 Mar, 2025 08:36:08 PM	11 Feb, 2025 10:52:22 PM	0:06:24		Internal
595160690290			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Feb, 2025 09:31:26 PM	01 Mar, 2025 08:36:08 PM	11 Feb, 2025 10:52:22 PM	0:06:24		Internal
595160690290			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Feb, 2025 09:31:26 PM	01 Mar, 2025 08:36:08 PM	11 Feb, 2025 10:52:22 PM	0:06:24		Internal
595160690290			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Feb, 2025 09:31:26 PM	01 Mar, 2025 08:36:08 PM	11 Feb, 2025 10:52:22 PM	0:06:24		Internal
595160690290			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Feb, 2025 09:31:26 PM	01 Mar, 2025 08:36:08 PM	11 Feb, 2025 10:52:22 PM	0:06:24		Internal
595160690290			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Feb, 2025 09:31:26 PM	01 Mar, 2025 08:36:08 PM	11 Feb, 2025 10:52:22 PM	0:06:24		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595160690290	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	13 Feb, 2025 09:31:26 PM	01 Mar, 2025 08:36:08 PM	11 Feb, 2025 10:52:22 PM	0:06:24		Internal
595160690290			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Feb, 2025 09:31:26 PM	01 Mar, 2025 08:36:08 PM	11 Feb, 2025 10:52:22 PM	0:06:24		Internal
595160690290			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Feb, 2025 09:31:26 PM	01 Mar, 2025 08:36:08 PM	11 Feb, 2025 10:52:22 PM	0:06:24		Internal
595160690290			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Feb, 2025 09:31:26 PM	01 Mar, 2025 08:36:08 PM	11 Feb, 2025 10:52:22 PM	0:06:24		Internal
595160690290			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Feb, 2025 09:31:26 PM	01 Mar, 2025 08:36:08 PM	11 Feb, 2025 10:52:22 PM	0:06:24		Internal
595160690290			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Feb, 2025 09:31:26 PM	01 Mar, 2025 08:36:08 PM	11 Feb, 2025 10:52:22 PM	0:06:24		Internal
595160690290			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Feb, 2025 09:31:26 PM	01 Mar, 2025 08:36:08 PM	11 Feb, 2025 10:52:22 PM	0:06:24		Internal
595160690290			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 Feb, 2025 09:31:26 PM	01 Mar, 2025 08:36:08 PM	11 Feb, 2025 10:52:22 PM	0:06:24		Internal
595160690290			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Feb, 2025 09:31:26 PM	01 Mar, 2025 08:36:08 PM	11 Feb, 2025 10:52:22 PM	0:06:24		Internal
595160690290			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Feb, 2025 09:31:26 PM	01 Mar, 2025 08:36:08 PM	11 Feb, 2025 10:52:22 PM	0:06:24		Internal
595160690290			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Feb, 2025 09:31:26 PM	01 Mar, 2025 08:36:08 PM	11 Feb, 2025 10:52:22 PM	0:06:24		Internal
595160690290			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Feb, 2025 09:31:26 PM	01 Mar, 2025 08:36:08 PM	11 Feb, 2025 10:52:22 PM	0:06:24		Internal
595160690290			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		13 Feb, 2025 09:31:26 PM	01 Mar, 2025 08:36:08 PM	11 Feb, 2025 10:52:22 PM	0:06:24		Internal
595160690290			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Feb, 2025 09:31:26 PM	01 Mar, 2025 08:36:08 PM	11 Feb, 2025 10:52:22 PM	0:06:24		Internal
595160690290			CTE_Res_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Feb, 2025 09:31:26 PM	01 Mar, 2025 08:36:08 PM	11 Feb, 2025 10:52:22 PM	0:06:24		Internal
595160690290			CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Feb, 2025 09:31:26 PM	01 Mar, 2025 08:36:08 PM	11 Feb, 2025 10:52:22 PM	0:06:24		Internal
595160963260			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Feb, 2025 02:31:03 AM	01 Mar, 2025 08:43:51 PM	13 Feb, 2025 07:44:51 PM	0:06:08		Internal
595160963260			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Feb, 2025 02:31:03 AM	01 Mar, 2025 08:43:51 PM	13 Feb, 2025 07:44:51 PM	0:06:08		Internal
595160963260			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Feb, 2025 02:31:03 AM	01 Mar, 2025 08:43:51 PM	13 Feb, 2025 07:44:51 PM	0:06:08		Internal
595160963260			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Feb, 2025 02:31:03 AM	01 Mar, 2025 08:43:51 PM	13 Feb, 2025 07:44:51 PM	0:06:08		Internal
595160963260			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Feb, 2025 02:31:03 AM	01 Mar, 2025 08:43:51 PM	13 Feb, 2025 07:44:51 PM	0:06:08		Internal
595160963260			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Feb, 2025 02:31:03 AM	01 Mar, 2025 08:43:51 PM	13 Feb, 2025 07:44:51 PM	0:06:08		Internal
595160963260			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Feb, 2025 02:31:03 AM	01 Mar, 2025 08:43:51 PM	13 Feb, 2025 07:44:51 PM	0:06:08		Internal
595160963260			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Feb, 2025 02:31:03 AM	01 Mar, 2025 08:43:51 PM	13 Feb, 2025 07:44:51 PM	0:06:08		Internal
595160963260			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Feb, 2025 02:31:03 AM	01 Mar, 2025 08:43:51 PM	13 Feb, 2025 07:44:51 PM	0:06:08		Internal
595160963260			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Feb, 2025 02:31:03 AM	01 Mar, 2025 08:43:51 PM	13 Feb, 2025 07:44:51 PM	0:06:08		Internal
595160963260			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Feb, 2025 02:31:03 AM	01 Mar, 2025 08:43:51 PM	13 Feb, 2025 07:44:51 PM	0:06:08		Internal
595160963260			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Feb, 2025 02:31:03 AM	01 Mar, 2025 08:43:51 PM	13 Feb, 2025 07:44:51 PM	0:06:08		Internal
595160963260			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Feb, 2025 02:31:03 AM	01 Mar, 2025 08:43:51 PM	13 Feb, 2025 07:44:51 PM	0:06:08		Internal
595160963260			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Feb, 2025 02:31:03 AM	01 Mar, 2025 08:43:51 PM	13 Feb, 2025 07:44:51 PM	0:06:08		Internal
595160963260			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Feb, 2025 02:31:03 AM	01 Mar, 2025 08:43:51 PM	13 Feb, 2025 07:44:51 PM	0:06:08		Internal
595160963260			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Feb, 2025 02:31:03 AM	01 Mar, 2025 08:43:51 PM	13 Feb, 2025 07:44:51 PM	0:06:08		Internal
595160963260			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Feb, 2025 02:31:03 AM	01 Mar, 2025 08:43:51 PM	13 Feb, 2025 07:44:51 PM	0:06:08		Internal
595160963260			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Feb, 2025 02:31:03 AM	01 Mar, 2025 08:43:51 PM	13 Feb, 2025 07:44:51 PM	0:06:08		Internal
595160963260			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Feb, 2025 02:31:03 AM	01 Mar, 2025 08:43:51 PM	13 Feb, 2025 07:44:51 PM	0:06:08		Internal
595160963260			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Feb, 2025 02:31:03 AM	01 Mar, 2025 08:43:51 PM	13 Feb, 2025 07:44:51 PM	0:06:08		Internal
595160963260			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Feb, 2025 02:31:03 AM	01 Mar, 2025 08:43:51 PM	13 Feb, 2025 07:44:51 PM	0:06:08		Internal
595160963260			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Feb, 2025 02:31:03 AM	01 Mar, 2025 08:43:51 PM	13 Feb, 2025 07:44:51 PM	0:06:08		Internal
595160963260			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		14 Feb, 2025 02:31:03 AM	01 Mar, 2025 08:43:51 PM	13 Feb, 2025 07:44:51 PM	0:06:08		Internal
595160963260			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Feb, 2025 02:31:03 AM	01 Mar, 2025 08:43:51 PM	13 Feb, 2025 07:44:51 PM	0:06:08		Internal
595160963260			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Feb, 2025 02:31:03 AM	01 Mar, 2025 08:43:51 PM	13 Feb, 2025 07:44:51 PM	0:06:08		Internal
595160963260			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Feb, 2025 02:31:03 AM	01 Mar, 2025 08:43:51 PM	13 Feb, 2025 07:44:51 PM	0:06:08		Internal
595161263349			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Feb, 2025 03:01:03 PM	01 Mar, 2025 09:00:19 PM	16 Feb, 2025 11:46:55 PM	0:02:21		Internal
595161263349			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Feb, 2025 03:01:03 PM	01 Mar, 2025 09:00:19 PM	16 Feb, 2025 11:46:55 PM	0:02:21		Internal
595161263349			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Feb, 2025 03:01:03 PM	01 Mar, 2025 09:00:19 PM	16 Feb, 2025 11:46:55 PM	0:02:21		Internal
595161263349			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Feb, 2025 03:01:03 PM	01 Mar, 2025 09:00:19 PM	16 Feb, 2025 11:46:55 PM	0:02:21		Internal
595161263349			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Feb, 2025 03:01:03 PM	01 Mar, 2025 09:00:19 PM	16 Feb, 2025 11:46:55 PM	0:02:21		Internal
595161263349			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Feb, 2025 03:01:03 PM	01 Mar, 2025 09:00:19 PM	16 Feb, 2025 11:46:55 PM	0:02:21		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595161263349	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	17 Feb, 2025 03:01:03 PM	01 Mar, 2025 09:00:19 PM	16 Feb, 2025 11:46:55 PM	0:02:21		Internal
595161263349			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Feb, 2025 03:01:03 PM	01 Mar, 2025 09:00:19 PM	16 Feb, 2025 11:46:55 PM	0:02:21		Internal
595161263349			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Feb, 2025 03:01:03 PM	01 Mar, 2025 09:00:19 PM	16 Feb, 2025 11:46:55 PM	0:02:21		Internal
595161263349			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Feb, 2025 03:01:03 PM	01 Mar, 2025 09:00:19 PM	16 Feb, 2025 11:46:55 PM	0:02:21		Internal
595161263349			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Feb, 2025 03:01:03 PM	01 Mar, 2025 09:00:19 PM	16 Feb, 2025 11:46:55 PM	0:02:21		Internal
595161263349			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Feb, 2025 03:01:03 PM	01 Mar, 2025 09:00:19 PM	16 Feb, 2025 11:46:55 PM	0:02:21		Internal
595161263349			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Feb, 2025 03:01:03 PM	01 Mar, 2025 09:00:19 PM	16 Feb, 2025 11:46:55 PM	0:02:21		Internal
595161263349			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Feb, 2025 03:01:03 PM	01 Mar, 2025 09:00:19 PM	16 Feb, 2025 11:46:55 PM	0:02:21		Internal
595161263349			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Feb, 2025 03:01:03 PM	01 Mar, 2025 09:00:19 PM	16 Feb, 2025 11:46:55 PM	0:02:21		Internal
595161263349			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Feb, 2025 03:01:03 PM	01 Mar, 2025 09:00:19 PM	16 Feb, 2025 11:46:55 PM	0:02:21		Internal
595161263349			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Feb, 2025 03:01:03 PM	01 Mar, 2025 09:00:19 PM	16 Feb, 2025 11:46:55 PM	0:02:21		Internal
595161263349			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Feb, 2025 03:01:03 PM	01 Mar, 2025 09:00:19 PM	16 Feb, 2025 11:46:55 PM	0:02:21		Internal
595161263349			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Feb, 2025 03:01:03 PM	01 Mar, 2025 09:00:19 PM	16 Feb, 2025 11:46:55 PM	0:02:21		Internal
595161263349			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Feb, 2025 03:01:03 PM	01 Mar, 2025 09:00:19 PM	16 Feb, 2025 11:46:55 PM	0:02:21		Internal
595161263349			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Feb, 2025 03:01:03 PM	01 Mar, 2025 09:00:19 PM	16 Feb, 2025 11:46:55 PM	0:02:21		Internal
595161263349			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Feb, 2025 03:01:03 PM	01 Mar, 2025 09:00:19 PM	16 Feb, 2025 11:46:55 PM	0:02:21		Internal
595161263349			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		17 Feb, 2025 03:01:03 PM	01 Mar, 2025 09:00:19 PM	16 Feb, 2025 11:46:55 PM	0:02:21		Internal
595161263349			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Feb, 2025 03:01:03 PM	01 Mar, 2025 09:00:19 PM	16 Feb, 2025 11:46:55 PM	0:02:21		Internal
595161263349			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Feb, 2025 03:01:03 PM	01 Mar, 2025 09:00:19 PM	16 Feb, 2025 11:46:55 PM	0:02:21		Internal
595161263349			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Feb, 2025 03:01:03 PM	01 Mar, 2025 09:00:19 PM	16 Feb, 2025 11:46:55 PM	0:02:21		Internal
595161209032			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Feb, 2025 03:00:32 PM	03 Mar, 2025 01:46:56 PM	16 Feb, 2025 02:44:59 PM	0:02:19		Internal
595161209032			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Feb, 2025 03:00:32 PM	03 Mar, 2025 01:46:56 PM	16 Feb, 2025 02:44:59 PM	0:02:19		Internal
595161209032			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Feb, 2025 03:00:32 PM	03 Mar, 2025 01:46:56 PM	16 Feb, 2025 02:44:59 PM	0:02:19		Internal
595161209032			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Feb, 2025 03:00:32 PM	03 Mar, 2025 01:46:56 PM	16 Feb, 2025 02:44:59 PM	0:02:19		Internal
595161209032			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Feb, 2025 03:00:32 PM	03 Mar, 2025 01:46:56 PM	16 Feb, 2025 02:44:59 PM	0:02:19		Internal
595161209032			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Feb, 2025 03:00:32 PM	03 Mar, 2025 01:46:56 PM	16 Feb, 2025 02:44:59 PM	0:02:19		Internal
595161209032			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Feb, 2025 03:00:32 PM	03 Mar, 2025 01:46:56 PM	16 Feb, 2025 02:44:59 PM	0:02:19		Internal
595161209032			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Feb, 2025 03:00:32 PM	03 Mar, 2025 01:46:56 PM	16 Feb, 2025 02:44:59 PM	0:02:19		Internal
595161209032			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Feb, 2025 03:00:32 PM	03 Mar, 2025 01:46:56 PM	16 Feb, 2025 02:44:59 PM	0:02:19		Internal
595161209032			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Feb, 2025 03:00:32 PM	03 Mar, 2025 01:46:56 PM	16 Feb, 2025 02:44:59 PM	0:02:19		Internal
595161209032			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Feb, 2025 03:00:32 PM	03 Mar, 2025 01:46:56 PM	16 Feb, 2025 02:44:59 PM	0:02:19		Internal
595161209032			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Feb, 2025 03:00:32 PM	03 Mar, 2025 01:46:56 PM	16 Feb, 2025 02:44:59 PM	0:02:19		Internal
595161209032			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Feb, 2025 03:00:32 PM	03 Mar, 2025 01:46:56 PM	16 Feb, 2025 02:44:59 PM	0:02:19		Internal
595161209032			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Feb, 2025 03:00:32 PM	03 Mar, 2025 01:46:56 PM	16 Feb, 2025 02:44:59 PM	0:02:19		Internal
595161209032			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Feb, 2025 03:00:32 PM	03 Mar, 2025 01:46:56 PM	16 Feb, 2025 02:44:59 PM	0:02:19		Internal
595161209032			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Feb, 2025 03:00:32 PM	03 Mar, 2025 01:46:56 PM	16 Feb, 2025 02:44:59 PM	0:02:19		Internal
595161209032			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Feb, 2025 03:00:32 PM	03 Mar, 2025 01:46:56 PM	16 Feb, 2025 02:44:59 PM	0:02:19		Internal
595161209032			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Feb, 2025 03:00:32 PM	03 Mar, 2025 01:46:56 PM	16 Feb, 2025 02:44:59 PM	0:02:19		Internal
595161209032			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Feb, 2025 03:00:32 PM	03 Mar, 2025 01:46:56 PM	16 Feb, 2025 02:44:59 PM	0:02:19		Internal
595161209032			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Feb, 2025 03:00:32 PM	03 Mar, 2025 01:46:56 PM	16 Feb, 2025 02:44:59 PM	0:02:19		Internal
595161209032			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Feb, 2025 03:00:32 PM	03 Mar, 2025 01:46:56 PM	16 Feb, 2025 02:44:59 PM	0:02:19		Internal
595161209032			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Feb, 2025 03:00:32 PM	03 Mar, 2025 01:46:56 PM	16 Feb, 2025 02:44:59 PM	0:02:19		Internal
595161209032			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		16 Feb, 2025 03:00:32 PM	03 Mar, 2025 01:46:56 PM	16 Feb, 2025 02:44:59 PM	0:02:19		Internal
595161209032			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Feb, 2025 03:00:32 PM	03 Mar, 2025 01:46:56 PM	16 Feb, 2025 02:44:59 PM	0:02:19		Internal
595161209032			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Feb, 2025 03:00:32 PM	03 Mar, 2025 01:46:56 PM	16 Feb, 2025 02:44:59 PM	0:02:19		Internal
595161209032			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Feb, 2025 03:00:32 PM	03 Mar, 2025 01:46:56 PM	16 Feb, 2025 02:44:59 PM	0:02:19		Internal
595161223426			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Feb, 2025 07:00:31 PM	03 Mar, 2025 02:00:12 PM	16 Feb, 2025 06:03:55 PM	0:03:04		Internal
595161223426			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Feb, 2025 07:00:31 PM	03 Mar, 2025 02:00:12 PM	16 Feb, 2025 06:03:55 PM	0:03:04		Internal
595161223426			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Feb, 2025 07:00:31 PM	03 Mar, 2025 02:00:12 PM	16 Feb, 2025 06:03:55 PM	0:03:04		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595161223426			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Feb, 2025 07:00:31 PM	03 Mar, 2025 02:00:12 PM	16 Feb, 2025 06:03:55 PM	0:03:04		Internal
595161223426			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Feb, 2025 07:00:31 PM	03 Mar, 2025 02:00:12 PM	16 Feb, 2025 06:03:55 PM	0:03:04		Internal
595161223426			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Feb, 2025 07:00:31 PM	03 Mar, 2025 02:00:12 PM	16 Feb, 2025 06:03:55 PM	0:03:04		Internal
595161223426			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Feb, 2025 07:00:31 PM	03 Mar, 2025 02:00:12 PM	16 Feb, 2025 06:03:55 PM	0:03:04		Internal
595161223426			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Feb, 2025 07:00:31 PM	03 Mar, 2025 02:00:12 PM	16 Feb, 2025 06:03:55 PM	0:03:04		Internal
595161223426			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Feb, 2025 07:00:31 PM	03 Mar, 2025 02:00:12 PM	16 Feb, 2025 06:03:55 PM	0:03:04		Internal
595161223426			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Feb, 2025 07:00:31 PM	03 Mar, 2025 02:00:12 PM	16 Feb, 2025 06:03:55 PM	0:03:04		Internal
595161223426			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Feb, 2025 07:00:31 PM	03 Mar, 2025 02:00:12 PM	16 Feb, 2025 06:03:55 PM	0:03:04		Internal
595161223426			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Feb, 2025 07:00:31 PM	03 Mar, 2025 02:00:12 PM	16 Feb, 2025 06:03:55 PM	0:03:04		Internal
595161223426			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Feb, 2025 07:00:31 PM	03 Mar, 2025 02:00:12 PM	16 Feb, 2025 06:03:55 PM	0:03:04		Internal
595161223426			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Feb, 2025 07:00:31 PM	03 Mar, 2025 02:00:12 PM	16 Feb, 2025 06:03:55 PM	0:03:04		Internal
595161223426			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Feb, 2025 07:00:31 PM	03 Mar, 2025 02:00:12 PM	16 Feb, 2025 06:03:55 PM	0:03:04		Internal
595161223426			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Feb, 2025 07:00:31 PM	03 Mar, 2025 02:00:12 PM	16 Feb, 2025 06:03:55 PM	0:03:04		Internal
595161223426			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Feb, 2025 07:00:31 PM	03 Mar, 2025 02:00:12 PM	16 Feb, 2025 06:03:55 PM	0:03:04		Internal
595161223426			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Feb, 2025 07:00:31 PM	03 Mar, 2025 02:00:12 PM	16 Feb, 2025 06:03:55 PM	0:03:04		Internal
595161223426			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Feb, 2025 07:00:31 PM	03 Mar, 2025 02:00:12 PM	16 Feb, 2025 06:03:55 PM	0:03:04		Internal
595161223426			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Feb, 2025 07:00:31 PM	03 Mar, 2025 02:00:12 PM	16 Feb, 2025 06:03:55 PM	0:03:04		Internal
595161223426			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Feb, 2025 07:00:31 PM	03 Mar, 2025 02:00:12 PM	16 Feb, 2025 06:03:55 PM	0:03:04		Internal
595161223426			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Feb, 2025 07:00:31 PM	03 Mar, 2025 02:00:12 PM	16 Feb, 2025 06:03:55 PM	0:03:04		Internal
595161223426			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		16 Feb, 2025 07:00:31 PM	03 Mar, 2025 02:00:12 PM	16 Feb, 2025 06:03:55 PM	0:03:04		Internal
595161223426			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Feb, 2025 07:00:31 PM	03 Mar, 2025 02:00:12 PM	16 Feb, 2025 06:03:55 PM	0:03:04		Internal
595161223426			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Feb, 2025 07:00:31 PM	03 Mar, 2025 02:00:12 PM	16 Feb, 2025 06:03:55 PM	0:03:04		Internal
595161223426			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Feb, 2025 07:00:31 PM	03 Mar, 2025 02:00:12 PM	16 Feb, 2025 06:03:55 PM	0:03:04		Internal
596114873983			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Feb, 2025 05:01:24 AM	03 Mar, 2025 02:39:09 PM	27 Feb, 2025 09:19:59 PM	0:07:08		Internal
596114873983			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Feb, 2025 05:01:24 AM	03 Mar, 2025 02:39:09 PM	27 Feb, 2025 09:19:59 PM	0:07:08		Internal
596114873983			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Feb, 2025 05:01:24 AM	03 Mar, 2025 02:39:09 PM	27 Feb, 2025 09:19:59 PM	0:07:08		Internal
596114873983			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Feb, 2025 05:01:24 AM	03 Mar, 2025 02:39:09 PM	27 Feb, 2025 09:19:59 PM	0:07:08		Internal
596114873983			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Feb, 2025 05:01:24 AM	03 Mar, 2025 02:39:09 PM	27 Feb, 2025 09:19:59 PM	0:07:08		Internal
596114873983			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Feb, 2025 05:01:24 AM	03 Mar, 2025 02:39:09 PM	27 Feb, 2025 09:19:59 PM	0:07:08		Internal
596114873983			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Feb, 2025 05:01:24 AM	03 Mar, 2025 02:39:09 PM	27 Feb, 2025 09:19:59 PM	0:07:08		Internal
596114873983			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Feb, 2025 05:01:24 AM	03 Mar, 2025 02:39:09 PM	27 Feb, 2025 09:19:59 PM	0:07:08		Internal
596114873983			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Feb, 2025 05:01:24 AM	03 Mar, 2025 02:39:09 PM	27 Feb, 2025 09:19:59 PM	0:07:08		Internal
596114873983			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Feb, 2025 05:01:24 AM	03 Mar, 2025 02:39:09 PM	27 Feb, 2025 09:19:59 PM	0:07:08		Internal
596114873983			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Feb, 2025 05:01:24 AM	03 Mar, 2025 02:39:09 PM	27 Feb, 2025 09:19:59 PM	0:07:08		Internal
596114873983			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Feb, 2025 05:01:24 AM	03 Mar, 2025 02:39:09 PM	27 Feb, 2025 09:19:59 PM	0:07:08		Internal
596114873983			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Feb, 2025 05:01:24 AM	03 Mar, 2025 02:39:09 PM	27 Feb, 2025 09:19:59 PM	0:07:08		Internal
596114873983			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Feb, 2025 05:01:24 AM	03 Mar, 2025 02:39:09 PM	27 Feb, 2025 09:19:59 PM	0:07:08		Internal
596114873983			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Feb, 2025 05:01:24 AM	03 Mar, 2025 02:39:09 PM	27 Feb, 2025 09:19:59 PM	0:07:08		Internal
596114873983			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Feb, 2025 05:01:24 AM	03 Mar, 2025 02:39:09 PM	27 Feb, 2025 09:19:59 PM	0:07:08		Internal
596114873983			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Feb, 2025 05:01:24 AM	03 Mar, 2025 02:39:09 PM	27 Feb, 2025 09:19:59 PM	0:07:08		Internal
596114873983			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Feb, 2025 05:01:24 AM	03 Mar, 2025 02:39:09 PM	27 Feb, 2025 09:19:59 PM	0:07:08		Internal
596114873983			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Feb, 2025 05:01:24 AM	03 Mar, 2025 02:39:09 PM	27 Feb, 2025 09:19:59 PM	0:07:08		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596114873983	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	[redacted]	28 Feb, 2025 05:01:24 AM	03 Mar, 2025 02:39:09 PM	27 Feb, 2025 09:19:59 PM	0:07:08		Internal
596114873983			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Feb, 2025 05:01:24 AM	03 Mar, 2025 02:39:09 PM	27 Feb, 2025 09:19:59 PM	0:07:08		Internal
596114873983			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Feb, 2025 05:01:24 AM	03 Mar, 2025 02:39:09 PM	27 Feb, 2025 09:19:59 PM	0:07:08		Internal
596114873983			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		28 Feb, 2025 05:01:24 AM	03 Mar, 2025 02:39:09 PM	27 Feb, 2025 09:19:59 PM	0:07:08		Internal
596114873983			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Feb, 2025 05:01:24 AM	03 Mar, 2025 02:39:09 PM	27 Feb, 2025 09:19:59 PM	0:07:08		Internal
596114873983			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Feb, 2025 05:01:24 AM	03 Mar, 2025 02:39:09 PM	27 Feb, 2025 09:19:59 PM	0:07:08		Internal
596114873983			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Feb, 2025 05:01:24 AM	03 Mar, 2025 02:39:09 PM	27 Feb, 2025 09:19:59 PM	0:07:08		Internal
596114755097			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Mar, 2025 02:42:15 PM	03 Mar, 2025 03:04:08 PM	27 Feb, 2025 01:57:15 PM	0:04:49		Internal
596114755097			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Mar, 2025 02:42:15 PM	03 Mar, 2025 03:04:08 PM	27 Feb, 2025 01:57:15 PM	0:04:49		Internal
596114755097			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Mar, 2025 02:42:15 PM	03 Mar, 2025 03:04:08 PM	27 Feb, 2025 01:57:15 PM	0:04:49		Internal
596114755097			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Mar, 2025 02:42:15 PM	03 Mar, 2025 03:04:08 PM	27 Feb, 2025 01:57:15 PM	0:04:49		Internal
596114755097			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Mar, 2025 02:42:15 PM	03 Mar, 2025 03:04:08 PM	27 Feb, 2025 01:57:15 PM	0:04:49		Internal
596114755097			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Mar, 2025 02:42:15 PM	03 Mar, 2025 03:04:08 PM	27 Feb, 2025 01:57:15 PM	0:04:49		Internal
596114755097			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Mar, 2025 02:42:15 PM	03 Mar, 2025 03:04:08 PM	27 Feb, 2025 01:57:15 PM	0:04:49		Internal
596114755097			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Mar, 2025 02:42:15 PM	03 Mar, 2025 03:04:08 PM	27 Feb, 2025 01:57:15 PM	0:04:49		Internal
596114755097			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Mar, 2025 02:42:15 PM	03 Mar, 2025 03:04:08 PM	27 Feb, 2025 01:57:15 PM	0:04:49		Internal
596114755097			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Mar, 2025 02:42:15 PM	03 Mar, 2025 03:04:08 PM	27 Feb, 2025 01:57:15 PM	0:04:49		Internal
596114755097			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Mar, 2025 02:42:15 PM	03 Mar, 2025 03:04:08 PM	27 Feb, 2025 01:57:15 PM	0:04:49		Internal
596114755097			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Mar, 2025 02:42:15 PM	03 Mar, 2025 03:04:08 PM	27 Feb, 2025 01:57:15 PM	0:04:49		Internal
596114755097			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Mar, 2025 02:42:15 PM	03 Mar, 2025 03:04:08 PM	27 Feb, 2025 01:57:15 PM	0:04:49		Internal
596114755097			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Mar, 2025 02:42:15 PM	03 Mar, 2025 03:04:08 PM	27 Feb, 2025 01:57:15 PM	0:04:49		Internal
596114755097			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Mar, 2025 02:42:15 PM	03 Mar, 2025 03:04:08 PM	27 Feb, 2025 01:57:15 PM	0:04:49		Internal
596114755097			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Mar, 2025 02:42:15 PM	03 Mar, 2025 03:04:08 PM	27 Feb, 2025 01:57:15 PM	0:04:49		Internal
596114755097			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Mar, 2025 02:42:15 PM	03 Mar, 2025 03:04:08 PM	27 Feb, 2025 01:57:15 PM	0:04:49		Internal
596114755097			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Mar, 2025 02:42:15 PM	03 Mar, 2025 03:04:08 PM	27 Feb, 2025 01:57:15 PM	0:04:49		Internal
596114755097			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Mar, 2025 02:42:15 PM	03 Mar, 2025 03:04:08 PM	27 Feb, 2025 01:57:15 PM	0:04:49		Internal
596114755097			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Mar, 2025 02:42:15 PM	03 Mar, 2025 03:04:08 PM	27 Feb, 2025 01:57:15 PM	0:04:49		Internal
596114755097			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Mar, 2025 02:42:15 PM	03 Mar, 2025 03:04:08 PM	27 Feb, 2025 01:57:15 PM	0:04:49		Internal
596114755097			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Mar, 2025 02:42:15 PM	03 Mar, 2025 03:04:08 PM	27 Feb, 2025 01:57:15 PM	0:04:49		Internal
596114755097			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Mar, 2025 02:42:15 PM	03 Mar, 2025 03:04:08 PM	27 Feb, 2025 01:57:15 PM	0:04:49		Internal
596114755097			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Mar, 2025 02:42:15 PM	03 Mar, 2025 03:04:08 PM	27 Feb, 2025 01:57:15 PM	0:04:49		Internal
596114755097			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Mar, 2025 02:42:15 PM	03 Mar, 2025 03:04:08 PM	27 Feb, 2025 01:57:15 PM	0:04:49		Internal
596114755097			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Mar, 2025 02:42:15 PM	03 Mar, 2025 03:04:08 PM	27 Feb, 2025 01:57:15 PM	0:04:49		Internal
595162216984			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Feb, 2025 08:31:45 PM	03 Mar, 2025 03:23:06 PM	24 Feb, 2025 02:41:04 PM	0:09:40		Internal
595162216984			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Feb, 2025 08:31:45 PM	03 Mar, 2025 03:23:06 PM	24 Feb, 2025 02:41:04 PM	0:09:40		Internal
595162216984			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Feb, 2025 08:31:45 PM	03 Mar, 2025 03:23:06 PM	24 Feb, 2025 02:41:04 PM	0:09:40		Internal
595162216984			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Feb, 2025 08:31:45 PM	03 Mar, 2025 03:23:06 PM	24 Feb, 2025 02:41:04 PM	0:09:40		Internal
595162216984			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Feb, 2025 08:31:45 PM	03 Mar, 2025 03:23:06 PM	24 Feb, 2025 02:41:04 PM	0:09:40		Internal
595162216984			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Feb, 2025 08:31:45 PM	03 Mar, 2025 03:23:06 PM	24 Feb, 2025 02:41:04 PM	0:09:40		Internal
595162216984			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Feb, 2025 08:31:45 PM	03 Mar, 2025 03:23:06 PM	24 Feb, 2025 02:41:04 PM	0:09:40		Internal
595162216984			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Feb, 2025 08:31:45 PM	03 Mar, 2025 03:23:06 PM	24 Feb, 2025 02:41:04 PM	0:09:40		Internal
595162216984			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Feb, 2025 08:31:45 PM	03 Mar, 2025 03:23:06 PM	24 Feb, 2025 02:41:04 PM	0:09:40		Internal
595162216984			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Feb, 2025 08:31:45 PM	03 Mar, 2025 03:23:06 PM	24 Feb, 2025 02:41:04 PM	0:09:40		Internal
595162216984			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Feb, 2025 08:31:45 PM	03 Mar, 2025 03:23:06 PM	24 Feb, 2025 02:41:04 PM	0:09:40		Internal
595162216984			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Feb, 2025 08:31:45 PM	03 Mar, 2025 03:23:06 PM	24 Feb, 2025 02:41:04 PM	0:09:40		Internal
595162216984			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Feb, 2025 08:31:45 PM	03 Mar, 2025 03:23:06 PM	24 Feb, 2025 02:41:04 PM	0:09:40		Internal
595162216984			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Feb, 2025 08:31:45 PM	03 Mar, 2025 03:23:06 PM	24 Feb, 2025 02:41:04 PM	0:09:40		Internal
595162216984			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Feb, 2025 08:31:45 PM	03 Mar, 2025 03:23:06 PM	24 Feb, 2025 02:41:04 PM	0:09:40		Internal
595162216984			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Feb, 2025 08:31:45 PM	03 Mar, 2025 03:23:06 PM	24 Feb, 2025 02:41:04 PM	0:09:40		Internal
595162216984			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Feb, 2025 08:31:45 PM	03 Mar, 2025 03:23:06 PM	24 Feb, 2025 02:41:04 PM	0:09:40		Internal
595162216984			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Feb, 2025 08:31:45 PM	03 Mar, 2025 03:23:06 PM	24 Feb, 2025 02:41:04 PM	0:09:40		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595162216984	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	25 Feb, 2025 08:31:45 PM	03 Mar, 2025 03:23:06 PM	24 Feb, 2025 02:41:04 PM	0:09:40		Internal
595162216984			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Feb, 2025 08:31:45 PM	03 Mar, 2025 03:23:06 PM	24 Feb, 2025 02:41:04 PM	0:09:40		Internal
595162216984			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Feb, 2025 08:31:45 PM	03 Mar, 2025 03:23:06 PM	24 Feb, 2025 02:41:04 PM	0:09:40		Internal
595162216984			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Feb, 2025 08:31:45 PM	03 Mar, 2025 03:23:06 PM	24 Feb, 2025 02:41:04 PM	0:09:40		Internal
595162216984			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		25 Feb, 2025 08:31:45 PM	03 Mar, 2025 03:23:06 PM	24 Feb, 2025 02:41:04 PM	0:09:40		Internal
595162216984			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Feb, 2025 08:31:45 PM	03 Mar, 2025 03:23:06 PM	24 Feb, 2025 02:41:04 PM	0:09:40		Internal
595162216984			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Feb, 2025 08:31:45 PM	03 Mar, 2025 03:23:06 PM	24 Feb, 2025 02:41:04 PM	0:09:40		Internal
595162216984			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Feb, 2025 08:31:45 PM	03 Mar, 2025 03:23:06 PM	24 Feb, 2025 02:41:04 PM	0:09:40		Internal
596115020270			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Mar, 2025 03:15:39 PM	03 Mar, 2025 03:53:17 PM	28 Feb, 2025 07:52:30 PM	0:04:14		Internal
596115020270			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Mar, 2025 03:15:39 PM	03 Mar, 2025 03:53:17 PM	28 Feb, 2025 07:52:30 PM	0:04:14		Internal
596115020270			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Mar, 2025 03:15:39 PM	03 Mar, 2025 03:53:17 PM	28 Feb, 2025 07:52:30 PM	0:04:14		Internal
596115020270			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Mar, 2025 03:15:39 PM	03 Mar, 2025 03:53:17 PM	28 Feb, 2025 07:52:30 PM	0:04:14		Internal
596115020270			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Mar, 2025 03:15:39 PM	03 Mar, 2025 03:53:17 PM	28 Feb, 2025 07:52:30 PM	0:04:14		Internal
596115020270			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Mar, 2025 03:15:39 PM	03 Mar, 2025 03:53:17 PM	28 Feb, 2025 07:52:30 PM	0:04:14		Internal
596115020270			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Mar, 2025 03:15:39 PM	03 Mar, 2025 03:53:17 PM	28 Feb, 2025 07:52:30 PM	0:04:14		Internal
596115020270			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Mar, 2025 03:15:39 PM	03 Mar, 2025 03:53:17 PM	28 Feb, 2025 07:52:30 PM	0:04:14		Internal
596115020270			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Mar, 2025 03:15:39 PM	03 Mar, 2025 03:53:17 PM	28 Feb, 2025 07:52:30 PM	0:04:14		Internal
596115020270			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Mar, 2025 03:15:39 PM	03 Mar, 2025 03:53:17 PM	28 Feb, 2025 07:52:30 PM	0:04:14		Internal
596115020270			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Mar, 2025 03:15:39 PM	03 Mar, 2025 03:53:17 PM	28 Feb, 2025 07:52:30 PM	0:04:14		Internal
596115020270			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Mar, 2025 03:15:39 PM	03 Mar, 2025 03:53:17 PM	28 Feb, 2025 07:52:30 PM	0:04:14		Internal
596115020270			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Mar, 2025 03:15:39 PM	03 Mar, 2025 03:53:17 PM	28 Feb, 2025 07:52:30 PM	0:04:14		Internal
596115020270			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Mar, 2025 03:15:39 PM	03 Mar, 2025 03:53:17 PM	28 Feb, 2025 07:52:30 PM	0:04:14		Internal
596115020270			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Mar, 2025 03:15:39 PM	03 Mar, 2025 03:53:17 PM	28 Feb, 2025 07:52:30 PM	0:04:14		Internal
596115020270			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Mar, 2025 03:15:39 PM	03 Mar, 2025 03:53:17 PM	28 Feb, 2025 07:52:30 PM	0:04:14		Internal
596115020270			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Mar, 2025 03:15:39 PM	03 Mar, 2025 03:53:17 PM	28 Feb, 2025 07:52:30 PM	0:04:14		Internal
596115020270			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Mar, 2025 03:15:39 PM	03 Mar, 2025 03:53:17 PM	28 Feb, 2025 07:52:30 PM	0:04:14		Internal
596115020270			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Mar, 2025 03:15:39 PM	03 Mar, 2025 03:53:17 PM	28 Feb, 2025 07:52:30 PM	0:04:14		Internal
596115020270			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Mar, 2025 03:15:39 PM	03 Mar, 2025 03:53:17 PM	28 Feb, 2025 07:52:30 PM	0:04:14		Internal
596115020270			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Mar, 2025 03:15:39 PM	03 Mar, 2025 03:53:17 PM	28 Feb, 2025 07:52:30 PM	0:04:14		Internal
596115020270			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Mar, 2025 03:15:39 PM	03 Mar, 2025 03:53:17 PM	28 Feb, 2025 07:52:30 PM	0:04:14		Internal
596115020270			CTE_Res_FT		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Mar, 2025 03:15:39 PM	03 Mar, 2025 03:53:17 PM	28 Feb, 2025 07:52:30 PM	0:04:14		Internal
596115020270			CTE_Res_FT		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Mar, 2025 03:15:39 PM	03 Mar, 2025 03:53:17 PM	28 Feb, 2025 07:52:30 PM	0:04:14		Internal
596115020270			CTE_Res_FT		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Mar, 2025 03:15:39 PM	03 Mar, 2025 03:53:17 PM	28 Feb, 2025 07:52:30 PM	0:04:14		Internal
596115020270			CTE_Res_FT		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Mar, 2025 03:15:39 PM	03 Mar, 2025 03:53:17 PM	28 Feb, 2025 07:52:30 PM	0:04:14		Internal
595161248337			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Feb, 2025 03:00:50 AM	03 Mar, 2025 04:01:13 PM	16 Feb, 2025 09:21:32 PM	0:03:27		Internal
595161248337			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Feb, 2025 03:00:50 AM	03 Mar, 2025 04:01:13 PM	16 Feb, 2025 09:21:32 PM	0:03:27		Internal
595161248337			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Feb, 2025 03:00:50 AM	03 Mar, 2025 04:01:13 PM	16 Feb, 2025 09:21:32 PM	0:03:27		Internal
595161248337			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Feb, 2025 03:00:50 AM	03 Mar, 2025 04:01:13 PM	16 Feb, 2025 09:21:32 PM	0:03:27		Internal
595161248337			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Feb, 2025 03:00:50 AM	03 Mar, 2025 04:01:13 PM	16 Feb, 2025 09:21:32 PM	0:03:27		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595161248337	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	[redacted]	17 Feb, 2025 03:00:50 AM	03 Mar, 2025 04:01:13 PM	16 Feb, 2025 09:21:32 PM	0:03:27		Internal
595161248337			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Feb, 2025 03:00:50 AM	03 Mar, 2025 04:01:13 PM	16 Feb, 2025 09:21:32 PM	0:03:27		Internal
595161248337			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Feb, 2025 03:00:50 AM	03 Mar, 2025 04:01:13 PM	16 Feb, 2025 09:21:32 PM	0:03:27		Internal
595161248337			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Feb, 2025 03:00:50 AM	03 Mar, 2025 04:01:13 PM	16 Feb, 2025 09:21:32 PM	0:03:27		Internal
595161248337			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Feb, 2025 03:00:50 AM	03 Mar, 2025 04:01:13 PM	16 Feb, 2025 09:21:32 PM	0:03:27		Internal
595161248337			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Feb, 2025 03:00:50 AM	03 Mar, 2025 04:01:13 PM	16 Feb, 2025 09:21:32 PM	0:03:27		Internal
595161248337			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Feb, 2025 03:00:50 AM	03 Mar, 2025 04:01:13 PM	16 Feb, 2025 09:21:32 PM	0:03:27		Internal
595161248337			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Feb, 2025 03:00:50 AM	03 Mar, 2025 04:01:13 PM	16 Feb, 2025 09:21:32 PM	0:03:27		Internal
595161248337			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Feb, 2025 03:00:50 AM	03 Mar, 2025 04:01:13 PM	16 Feb, 2025 09:21:32 PM	0:03:27		Internal
595161248337			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Feb, 2025 03:00:50 AM	03 Mar, 2025 04:01:13 PM	16 Feb, 2025 09:21:32 PM	0:03:27		Internal
595161248337			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Feb, 2025 03:00:50 AM	03 Mar, 2025 04:01:13 PM	16 Feb, 2025 09:21:32 PM	0:03:27		Internal
595161248337			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Feb, 2025 03:00:50 AM	03 Mar, 2025 04:01:13 PM	16 Feb, 2025 09:21:32 PM	0:03:27		Internal
595161248337			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Feb, 2025 03:00:50 AM	03 Mar, 2025 04:01:13 PM	16 Feb, 2025 09:21:32 PM	0:03:27		Internal
595161248337			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Feb, 2025 03:00:50 AM	03 Mar, 2025 04:01:13 PM	16 Feb, 2025 09:21:32 PM	0:03:27		Internal
595161248337			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Feb, 2025 03:00:50 AM	03 Mar, 2025 04:01:13 PM	16 Feb, 2025 09:21:32 PM	0:03:27		Internal
595161248337			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Feb, 2025 03:00:50 AM	03 Mar, 2025 04:01:13 PM	16 Feb, 2025 09:21:32 PM	0:03:27		Internal
595161248337			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Feb, 2025 03:00:50 AM	03 Mar, 2025 04:01:13 PM	16 Feb, 2025 09:21:32 PM	0:03:27		Internal
595161248337			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		17 Feb, 2025 03:00:50 AM	03 Mar, 2025 04:01:13 PM	16 Feb, 2025 09:21:32 PM	0:03:27		Internal
595161248337			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Feb, 2025 03:00:50 AM	03 Mar, 2025 04:01:13 PM	16 Feb, 2025 09:21:32 PM	0:03:27		Internal
595161248337			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Feb, 2025 03:00:50 AM	03 Mar, 2025 04:01:13 PM	16 Feb, 2025 09:21:32 PM	0:03:27		Internal
595161248337			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Feb, 2025 03:00:50 AM	03 Mar, 2025 04:01:13 PM	16 Feb, 2025 09:21:32 PM	0:03:27		Internal
596115024346			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Mar, 2025 04:09:17 PM	03 Mar, 2025 04:13:36 PM	28 Feb, 2025 07:53:37 PM	0:04:48		Internal
596115024346			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Mar, 2025 04:09:17 PM	03 Mar, 2025 04:13:36 PM	28 Feb, 2025 07:53:37 PM	0:04:48		Internal
596115024346			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Mar, 2025 04:09:17 PM	03 Mar, 2025 04:13:36 PM	28 Feb, 2025 07:53:37 PM	0:04:48		Internal
596115024346			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Mar, 2025 04:09:17 PM	03 Mar, 2025 04:13:36 PM	28 Feb, 2025 07:53:37 PM	0:04:48		Internal
596115024346			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Mar, 2025 04:09:17 PM	03 Mar, 2025 04:13:36 PM	28 Feb, 2025 07:53:37 PM	0:04:48		Internal
596115024346			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Mar, 2025 04:09:17 PM	03 Mar, 2025 04:13:36 PM	28 Feb, 2025 07:53:37 PM	0:04:48		Internal
596115024346			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Mar, 2025 04:09:17 PM	03 Mar, 2025 04:13:36 PM	28 Feb, 2025 07:53:37 PM	0:04:48		Internal
596115024346			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Mar, 2025 04:09:17 PM	03 Mar, 2025 04:13:36 PM	28 Feb, 2025 07:53:37 PM	0:04:48		Internal
596115024346			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Mar, 2025 04:09:17 PM	03 Mar, 2025 04:13:36 PM	28 Feb, 2025 07:53:37 PM	0:04:48		Internal
596115024346			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Mar, 2025 04:09:17 PM	03 Mar, 2025 04:13:36 PM	28 Feb, 2025 07:53:37 PM	0:04:48		Internal
596115024346			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Mar, 2025 04:09:17 PM	03 Mar, 2025 04:13:36 PM	28 Feb, 2025 07:53:37 PM	0:04:48		Internal
596115024346			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Mar, 2025 04:09:17 PM	03 Mar, 2025 04:13:36 PM	28 Feb, 2025 07:53:37 PM	0:04:48		Internal
596115024346			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Mar, 2025 04:09:17 PM	03 Mar, 2025 04:13:36 PM	28 Feb, 2025 07:53:37 PM	0:04:48		Internal
596115024346			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Mar, 2025 04:09:17 PM	03 Mar, 2025 04:13:36 PM	28 Feb, 2025 07:53:37 PM	0:04:48		Internal
596115024346			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Mar, 2025 04:09:17 PM	03 Mar, 2025 04:13:36 PM	28 Feb, 2025 07:53:37 PM	0:04:48		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596115024346	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	[redacted]	03 Mar, 2025 04:09:17 PM	03 Mar, 2025 04:13:36 PM	28 Feb, 2025 07:53:37 PM	0:04:48		Internal
596115024346			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Mar, 2025 04:09:17 PM	03 Mar, 2025 04:13:36 PM	28 Feb, 2025 07:53:37 PM	0:04:48		Internal
596115024346			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Mar, 2025 04:09:17 PM	03 Mar, 2025 04:13:36 PM	28 Feb, 2025 07:53:37 PM	0:04:48		Internal
596115024346			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Mar, 2025 04:09:17 PM	03 Mar, 2025 04:13:36 PM	28 Feb, 2025 07:53:37 PM	0:04:48		Internal
596115024346			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Mar, 2025 04:09:17 PM	03 Mar, 2025 04:13:36 PM	28 Feb, 2025 07:53:37 PM	0:04:48		Internal
596115024346			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Mar, 2025 04:09:17 PM	03 Mar, 2025 04:13:36 PM	28 Feb, 2025 07:53:37 PM	0:04:48		Internal
596115024346			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Mar, 2025 04:09:17 PM	03 Mar, 2025 04:13:36 PM	28 Feb, 2025 07:53:37 PM	0:04:48		Internal
596115024346			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Mar, 2025 04:09:17 PM	03 Mar, 2025 04:13:36 PM	28 Feb, 2025 07:53:37 PM	0:04:48		Internal
596115024346			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Mar, 2025 04:09:17 PM	03 Mar, 2025 04:13:36 PM	28 Feb, 2025 07:53:37 PM	0:04:48		Internal
596115024346			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Mar, 2025 04:09:17 PM	03 Mar, 2025 04:13:36 PM	28 Feb, 2025 07:53:37 PM	0:04:48		Internal
596115024346			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Mar, 2025 04:09:17 PM	03 Mar, 2025 04:13:36 PM	28 Feb, 2025 07:53:37 PM	0:04:48		Internal
595161445623			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Feb, 2025 05:31:35 PM	03 Mar, 2025 04:36:07 PM	18 Feb, 2025 03:05:26 PM	0:03:19		Internal
595161445623			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Feb, 2025 05:31:35 PM	03 Mar, 2025 04:36:07 PM	18 Feb, 2025 03:05:26 PM	0:03:19		Internal
595161445623			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Feb, 2025 05:31:35 PM	03 Mar, 2025 04:36:07 PM	18 Feb, 2025 03:05:26 PM	0:03:19		Internal
595161445623			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Feb, 2025 05:31:35 PM	03 Mar, 2025 04:36:07 PM	18 Feb, 2025 03:05:26 PM	0:03:19		Internal
595161445623			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Feb, 2025 05:31:35 PM	03 Mar, 2025 04:36:07 PM	18 Feb, 2025 03:05:26 PM	0:03:19		Internal
595161445623			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Feb, 2025 05:31:35 PM	03 Mar, 2025 04:36:07 PM	18 Feb, 2025 03:05:26 PM	0:03:19		Internal
595161445623			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Feb, 2025 05:31:35 PM	03 Mar, 2025 04:36:07 PM	18 Feb, 2025 03:05:26 PM	0:03:19		Internal
595161445623			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Feb, 2025 05:31:35 PM	03 Mar, 2025 04:36:07 PM	18 Feb, 2025 03:05:26 PM	0:03:19		Internal
595161445623			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Feb, 2025 05:31:35 PM	03 Mar, 2025 04:36:07 PM	18 Feb, 2025 03:05:26 PM	0:03:19		Internal
595161445623			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Feb, 2025 05:31:35 PM	03 Mar, 2025 04:36:07 PM	18 Feb, 2025 03:05:26 PM	0:03:19		Internal
595161445623			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Feb, 2025 05:31:35 PM	03 Mar, 2025 04:36:07 PM	18 Feb, 2025 03:05:26 PM	0:03:19		Internal
595161445623			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Feb, 2025 05:31:35 PM	03 Mar, 2025 04:36:07 PM	18 Feb, 2025 03:05:26 PM	0:03:19		Internal
595161445623			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Feb, 2025 05:31:35 PM	03 Mar, 2025 04:36:07 PM	18 Feb, 2025 03:05:26 PM	0:03:19		Internal
595161445623			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Feb, 2025 05:31:35 PM	03 Mar, 2025 04:36:07 PM	18 Feb, 2025 03:05:26 PM	0:03:19		Internal
595161445623			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Feb, 2025 05:31:35 PM	03 Mar, 2025 04:36:07 PM	18 Feb, 2025 03:05:26 PM	0:03:19		Internal
595161445623			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Feb, 2025 05:31:35 PM	03 Mar, 2025 04:36:07 PM	18 Feb, 2025 03:05:26 PM	0:03:19		Internal
595161445623			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Feb, 2025 05:31:35 PM	03 Mar, 2025 04:36:07 PM	18 Feb, 2025 03:05:26 PM	0:03:19		Internal
595161445623			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Feb, 2025 05:31:35 PM	03 Mar, 2025 04:36:07 PM	18 Feb, 2025 03:05:26 PM	0:03:19		Internal
595161445623			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Feb, 2025 05:31:35 PM	03 Mar, 2025 04:36:07 PM	18 Feb, 2025 03:05:26 PM	0:03:19		Internal
595161445623			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Feb, 2025 05:31:35 PM	03 Mar, 2025 04:36:07 PM	18 Feb, 2025 03:05:26 PM	0:03:19		Internal
595161445623			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Feb, 2025 05:31:35 PM	03 Mar, 2025 04:36:07 PM	18 Feb, 2025 03:05:26 PM	0:03:19		Internal
595161445623			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Feb, 2025 05:31:35 PM	03 Mar, 2025 04:36:07 PM	18 Feb, 2025 03:05:26 PM	0:03:19		Internal
595161445623			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		18 Feb, 2025 05:31:35 PM	03 Mar, 2025 04:36:07 PM	18 Feb, 2025 03:05:26 PM	0:03:19		Internal
595161445623			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Feb, 2025 05:31:35 PM	03 Mar, 2025 04:36:07 PM	18 Feb, 2025 03:05:26 PM	0:03:19		Internal
595161445623			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Feb, 2025 05:31:35 PM	03 Mar, 2025 04:36:07 PM	18 Feb, 2025 03:05:26 PM	0:03:19		Internal
595161445623			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Feb, 2025 05:31:35 PM	03 Mar, 2025 04:36:07 PM	18 Feb, 2025 03:05:26 PM	0:03:19		Internal
596114897887			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Mar, 2025 04:42:44 PM	03 Mar, 2025 04:47:56 PM	27 Feb, 2025 10:55:22 PM	0:04:18		Internal
596114897887			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Mar, 2025 04:42:44 PM	03 Mar, 2025 04:47:56 PM	27 Feb, 2025 10:55:22 PM	0:04:18		Internal
596114897887			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Mar, 2025 04:42:44 PM	03 Mar, 2025 04:47:56 PM	27 Feb, 2025 10:55:22 PM	0:04:18		Internal
596114897887			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Mar, 2025 04:42:44 PM	03 Mar, 2025 04:47:56 PM	27 Feb, 2025 10:55:22 PM	0:04:18		Internal
596114897887			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Mar, 2025 04:42:44 PM	03 Mar, 2025 04:47:56 PM	27 Feb, 2025 10:55:22 PM	0:04:18		Internal
596114897887			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Mar, 2025 04:42:44 PM	03 Mar, 2025 04:47:56 PM	27 Feb, 2025 10:55:22 PM	0:04:18		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596114897887	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	03 Mar, 2025 04:42:44 PM	03 Mar, 2025 04:47:56 PM	27 Feb, 2025 10:55:22 PM	0:04:18		Internal
596114897887			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Mar, 2025 04:42:44 PM	03 Mar, 2025 04:47:56 PM	27 Feb, 2025 10:55:22 PM	0:04:18		Internal
596114897887			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Mar, 2025 04:42:44 PM	03 Mar, 2025 04:47:56 PM	27 Feb, 2025 10:55:22 PM	0:04:18		Internal
596114897887			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Mar, 2025 04:42:44 PM	03 Mar, 2025 04:47:56 PM	27 Feb, 2025 10:55:22 PM	0:04:18		Internal
596114897887			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Mar, 2025 04:42:44 PM	03 Mar, 2025 04:47:56 PM	27 Feb, 2025 10:55:22 PM	0:04:18		Internal
596114897887			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Mar, 2025 04:42:44 PM	03 Mar, 2025 04:47:56 PM	27 Feb, 2025 10:55:22 PM	0:04:18		Internal
596114897887			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Mar, 2025 04:42:44 PM	03 Mar, 2025 04:47:56 PM	27 Feb, 2025 10:55:22 PM	0:04:18		Internal
596114897887			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Mar, 2025 04:42:44 PM	03 Mar, 2025 04:47:56 PM	27 Feb, 2025 10:55:22 PM	0:04:18		Internal
596114897887			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Mar, 2025 04:42:44 PM	03 Mar, 2025 04:47:56 PM	27 Feb, 2025 10:55:22 PM	0:04:18		Internal
596114897887			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Mar, 2025 04:42:44 PM	03 Mar, 2025 04:47:56 PM	27 Feb, 2025 10:55:22 PM	0:04:18		Internal
596114897887			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Mar, 2025 04:42:44 PM	03 Mar, 2025 04:47:56 PM	27 Feb, 2025 10:55:22 PM	0:04:18		Internal
596114897887			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Mar, 2025 04:42:44 PM	03 Mar, 2025 04:47:56 PM	27 Feb, 2025 10:55:22 PM	0:04:18		Internal
596114897887			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Mar, 2025 04:42:44 PM	03 Mar, 2025 04:47:56 PM	27 Feb, 2025 10:55:22 PM	0:04:18		Internal
596114897887			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Mar, 2025 04:42:44 PM	03 Mar, 2025 04:47:56 PM	27 Feb, 2025 10:55:22 PM	0:04:18		Internal
596114897887			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Mar, 2025 04:42:44 PM	03 Mar, 2025 04:47:56 PM	27 Feb, 2025 10:55:22 PM	0:04:18		Internal
596114897887			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Mar, 2025 04:42:44 PM	03 Mar, 2025 04:47:56 PM	27 Feb, 2025 10:55:22 PM	0:04:18		Internal
596114897887			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Mar, 2025 04:42:44 PM	03 Mar, 2025 04:47:56 PM	27 Feb, 2025 10:55:22 PM	0:04:18		Internal
596114897887			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Mar, 2025 04:42:44 PM	03 Mar, 2025 04:47:56 PM	27 Feb, 2025 10:55:22 PM	0:04:18		Internal
596114897887			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Mar, 2025 04:42:44 PM	03 Mar, 2025 04:47:56 PM	27 Feb, 2025 10:55:22 PM	0:04:18		Internal
596114897887			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Mar, 2025 04:42:44 PM	03 Mar, 2025 04:47:56 PM	27 Feb, 2025 10:55:22 PM	0:04:18		Internal
595161309271			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Feb, 2025 03:01:03 PM	03 Mar, 2025 04:50:36 PM	17 Feb, 2025 02:38:34 PM	0:07:46		Internal
595161309271			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Feb, 2025 03:01:03 PM	03 Mar, 2025 04:50:36 PM	17 Feb, 2025 02:38:34 PM	0:07:46		Internal
595161309271			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Feb, 2025 03:01:03 PM	03 Mar, 2025 04:50:36 PM	17 Feb, 2025 02:38:34 PM	0:07:46		Internal
595161309271			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Feb, 2025 03:01:03 PM	03 Mar, 2025 04:50:36 PM	17 Feb, 2025 02:38:34 PM	0:07:46		Internal
595161309271			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Feb, 2025 03:01:03 PM	03 Mar, 2025 04:50:36 PM	17 Feb, 2025 02:38:34 PM	0:07:46		Internal
595161309271			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Feb, 2025 03:01:03 PM	03 Mar, 2025 04:50:36 PM	17 Feb, 2025 02:38:34 PM	0:07:46		Internal
595161309271			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Feb, 2025 03:01:03 PM	03 Mar, 2025 04:50:36 PM	17 Feb, 2025 02:38:34 PM	0:07:46		Internal
595161309271			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Feb, 2025 03:01:03 PM	03 Mar, 2025 04:50:36 PM	17 Feb, 2025 02:38:34 PM	0:07:46		Internal
595161309271			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Feb, 2025 03:01:03 PM	03 Mar, 2025 04:50:36 PM	17 Feb, 2025 02:38:34 PM	0:07:46		Internal
595161309271			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Feb, 2025 03:01:03 PM	03 Mar, 2025 04:50:36 PM	17 Feb, 2025 02:38:34 PM	0:07:46		Internal
595161309271			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Feb, 2025 03:01:03 PM	03 Mar, 2025 04:50:36 PM	17 Feb, 2025 02:38:34 PM	0:07:46		Internal
595161309271			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Feb, 2025 03:01:03 PM	03 Mar, 2025 04:50:36 PM	17 Feb, 2025 02:38:34 PM	0:07:46		Internal
595161309271			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Feb, 2025 03:01:03 PM	03 Mar, 2025 04:50:36 PM	17 Feb, 2025 02:38:34 PM	0:07:46		Internal
595161309271			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Feb, 2025 03:01:03 PM	03 Mar, 2025 04:50:36 PM	17 Feb, 2025 02:38:34 PM	0:07:46		Internal
595161309271			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Feb, 2025 03:01:03 PM	03 Mar, 2025 04:50:36 PM	17 Feb, 2025 02:38:34 PM	0:07:46		Internal
595161309271			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Feb, 2025 03:01:03 PM	03 Mar, 2025 04:50:36 PM	17 Feb, 2025 02:38:34 PM	0:07:46		Internal

Master Contact	[redacted]	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595161309271		CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Feb, 2025 03:01:03 PM	03 Mar, 2025 04:50:36 PM	17 Feb, 2025 02:38:34 PM	0:07:46		Internal
595161309271		CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Feb, 2025 03:01:03 PM	03 Mar, 2025 04:50:36 PM	17 Feb, 2025 02:38:34 PM	0:07:46		Internal
595161309271		CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Feb, 2025 03:01:03 PM	03 Mar, 2025 04:50:36 PM	17 Feb, 2025 02:38:34 PM	0:07:46		Internal
595161309271		CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Feb, 2025 03:01:03 PM	03 Mar, 2025 04:50:36 PM	17 Feb, 2025 02:38:34 PM	0:07:46		Internal
595161309271		CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Feb, 2025 03:01:03 PM	03 Mar, 2025 04:50:36 PM	17 Feb, 2025 02:38:34 PM	0:07:46		Internal
595161309271		CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Feb, 2025 03:01:03 PM	03 Mar, 2025 04:50:36 PM	17 Feb, 2025 02:38:34 PM	0:07:46		Internal
595161309271		CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		17 Feb, 2025 03:01:03 PM	03 Mar, 2025 04:50:36 PM	17 Feb, 2025 02:38:34 PM	0:07:46		Internal
595161309271		CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Feb, 2025 03:01:03 PM	03 Mar, 2025 04:50:36 PM	17 Feb, 2025 02:38:34 PM	0:07:46		Internal
595161309271		CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Feb, 2025 03:01:03 PM	03 Mar, 2025 04:50:36 PM	17 Feb, 2025 02:38:34 PM	0:07:46		Internal
595161309271		CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Feb, 2025 03:01:03 PM	03 Mar, 2025 04:50:36 PM	17 Feb, 2025 02:38:34 PM	0:07:46		Internal
596115206416		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Mar, 2025 04:00:59 PM	03 Mar, 2025 05:00:26 PM	03 Mar, 2025 02:39:51 PM	0:07:57		Internal
596115206416		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Mar, 2025 04:00:59 PM	03 Mar, 2025 05:00:26 PM	03 Mar, 2025 02:39:51 PM	0:07:57		Internal
596115206416		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Mar, 2025 04:00:59 PM	03 Mar, 2025 05:00:26 PM	03 Mar, 2025 02:39:51 PM	0:07:57		Internal
596115206416		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Mar, 2025 04:00:59 PM	03 Mar, 2025 05:00:26 PM	03 Mar, 2025 02:39:51 PM	0:07:57		Internal
596115206416		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Mar, 2025 04:00:59 PM	03 Mar, 2025 05:00:26 PM	03 Mar, 2025 02:39:51 PM	0:07:57		Internal
596115206416		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Mar, 2025 04:00:59 PM	03 Mar, 2025 05:00:26 PM	03 Mar, 2025 02:39:51 PM	0:07:57		Internal
596115206416		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Mar, 2025 04:00:59 PM	03 Mar, 2025 05:00:26 PM	03 Mar, 2025 02:39:51 PM	0:07:57		Internal
596115206416		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Mar, 2025 04:00:59 PM	03 Mar, 2025 05:00:26 PM	03 Mar, 2025 02:39:51 PM	0:07:57		Internal
596115206416		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Mar, 2025 04:00:59 PM	03 Mar, 2025 05:00:26 PM	03 Mar, 2025 02:39:51 PM	0:07:57		Internal
596115206416		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Mar, 2025 04:00:59 PM	03 Mar, 2025 05:00:26 PM	03 Mar, 2025 02:39:51 PM	0:07:57		Internal
596115206416		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Mar, 2025 04:00:59 PM	03 Mar, 2025 05:00:26 PM	03 Mar, 2025 02:39:51 PM	0:07:57		Internal
596115206416		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Mar, 2025 04:00:59 PM	03 Mar, 2025 05:00:26 PM	03 Mar, 2025 02:39:51 PM	0:07:57		Internal
596115206416		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Mar, 2025 04:00:59 PM	03 Mar, 2025 05:00:26 PM	03 Mar, 2025 02:39:51 PM	0:07:57		Internal
596115206416		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Mar, 2025 04:00:59 PM	03 Mar, 2025 05:00:26 PM	03 Mar, 2025 02:39:51 PM	0:07:57		Internal
596115206416		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Mar, 2025 04:00:59 PM	03 Mar, 2025 05:00:26 PM	03 Mar, 2025 02:39:51 PM	0:07:57		Internal
596115206416		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Mar, 2025 04:00:59 PM	03 Mar, 2025 05:00:26 PM	03 Mar, 2025 02:39:51 PM	0:07:57		Internal
596115206416		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Mar, 2025 04:00:59 PM	03 Mar, 2025 05:00:26 PM	03 Mar, 2025 02:39:51 PM	0:07:57		Internal
596115206416		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Mar, 2025 04:00:59 PM	03 Mar, 2025 05:00:26 PM	03 Mar, 2025 02:39:51 PM	0:07:57		Internal
596115206416		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Mar, 2025 04:00:59 PM	03 Mar, 2025 05:00:26 PM	03 Mar, 2025 02:39:51 PM	0:07:57		Internal
596115206416		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Mar, 2025 04:00:59 PM	03 Mar, 2025 05:00:26 PM	03 Mar, 2025 02:39:51 PM	0:07:57		Internal
596115206416		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Mar, 2025 04:00:59 PM	03 Mar, 2025 05:00:26 PM	03 Mar, 2025 02:39:51 PM	0:07:57		Internal
596115206416		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Mar, 2025 04:00:59 PM	03 Mar, 2025 05:00:26 PM	03 Mar, 2025 02:39:51 PM	0:07:57		Internal
596115206416		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Mar, 2025 04:00:59 PM	03 Mar, 2025 05:00:26 PM	03 Mar, 2025 02:39:51 PM	0:07:57		Internal
596115206416		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Mar, 2025 04:00:59 PM	03 Mar, 2025 05:00:26 PM	03 Mar, 2025 02:39:51 PM	0:07:57		Internal
596115206416		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Mar, 2025 04:00:59 PM	03 Mar, 2025 05:00:26 PM	03 Mar, 2025 02:39:51 PM	0:07:57		Internal
596115206416		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Mar, 2025 04:00:59 PM	03 Mar, 2025 05:00:26 PM	03 Mar, 2025 02:39:51 PM	0:07:57		Internal
596115007870		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Mar, 2025 05:08:27 PM	03 Mar, 2025 05:14:13 PM	28 Feb, 2025 06:26:45 PM	0:03:40		Internal
596115007870		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Mar, 2025 05:08:27 PM	03 Mar, 2025 05:14:13 PM	28 Feb, 2025 06:26:45 PM	0:03:40		Internal
596115007870		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Mar, 2025 05:08:27 PM	03 Mar, 2025 05:14:13 PM	28 Feb, 2025 06:26:45 PM	0:03:40		Internal
596115007870		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Mar, 2025 05:08:27 PM	03 Mar, 2025 05:14:13 PM	28 Feb, 2025 06:26:45 PM	0:03:40		Internal
596115007870		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Mar, 2025 05:08:27 PM	03 Mar, 2025 05:14:13 PM	28 Feb, 2025 06:26:45 PM	0:03:40		Internal
596115007870		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Mar, 2025 05:08:27 PM	03 Mar, 2025 05:14:13 PM	28 Feb, 2025 06:26:45 PM	0:03:40		Internal
596115007870		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Mar, 2025 05:08:27 PM	03 Mar, 2025 05:14:13 PM	28 Feb, 2025 06:26:45 PM	0:03:40		Internal
596115007870		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Mar, 2025 05:08:27 PM	03 Mar, 2025 05:14:13 PM	28 Feb, 2025 06:26:45 PM	0:03:40		Internal
596115007870		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Mar, 2025 05:08:27 PM	03 Mar, 2025 05:14:13 PM	28 Feb, 2025 06:26:45 PM	0:03:40		Internal
596115007870		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Mar, 2025 05:08:27 PM	03 Mar, 2025 05:14:13 PM	28 Feb, 2025 06:26:45 PM	0:03:40		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596115007870	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	03 Mar, 2025 05:08:27 PM	03 Mar, 2025 05:14:13 PM	28 Feb, 2025 06:26:45 PM	0:03:40		Internal
596115007870			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Mar, 2025 05:08:27 PM	03 Mar, 2025 05:14:13 PM	28 Feb, 2025 06:26:45 PM	0:03:40		Internal
596115007870			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Mar, 2025 05:08:27 PM	03 Mar, 2025 05:14:13 PM	28 Feb, 2025 06:26:45 PM	0:03:40		Internal
596115007870			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Mar, 2025 05:08:27 PM	03 Mar, 2025 05:14:13 PM	28 Feb, 2025 06:26:45 PM	0:03:40		Internal
596115007870			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Mar, 2025 05:08:27 PM	03 Mar, 2025 05:14:13 PM	28 Feb, 2025 06:26:45 PM	0:03:40		Internal
596115007870			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Mar, 2025 05:08:27 PM	03 Mar, 2025 05:14:13 PM	28 Feb, 2025 06:26:45 PM	0:03:40		Internal
596115007870			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Mar, 2025 05:08:27 PM	03 Mar, 2025 05:14:13 PM	28 Feb, 2025 06:26:45 PM	0:03:40		Internal
596115007870			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Mar, 2025 05:08:27 PM	03 Mar, 2025 05:14:13 PM	28 Feb, 2025 06:26:45 PM	0:03:40		Internal
596115007870			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Mar, 2025 05:08:27 PM	03 Mar, 2025 05:14:13 PM	28 Feb, 2025 06:26:45 PM	0:03:40		Internal
596115007870			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Mar, 2025 05:08:27 PM	03 Mar, 2025 05:14:13 PM	28 Feb, 2025 06:26:45 PM	0:03:40		Internal
596115007870			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Mar, 2025 05:08:27 PM	03 Mar, 2025 05:14:13 PM	28 Feb, 2025 06:26:45 PM	0:03:40		Internal
596115007870			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Mar, 2025 05:08:27 PM	03 Mar, 2025 05:14:13 PM	28 Feb, 2025 06:26:45 PM	0:03:40		Internal
596115007870			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Mar, 2025 05:08:27 PM	03 Mar, 2025 05:14:13 PM	28 Feb, 2025 06:26:45 PM	0:03:40		Internal
596115007870			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Mar, 2025 05:08:27 PM	03 Mar, 2025 05:14:13 PM	28 Feb, 2025 06:26:45 PM	0:03:40		Internal
596115007870			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Mar, 2025 05:08:27 PM	03 Mar, 2025 05:14:13 PM	28 Feb, 2025 06:26:45 PM	0:03:40		Internal
596115007870			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Mar, 2025 05:08:27 PM	03 Mar, 2025 05:14:13 PM	28 Feb, 2025 06:26:45 PM	0:03:40		Internal
596115161020			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Mar, 2025 08:00:32 AM	03 Mar, 2025 06:02:33 PM	03 Mar, 2025 06:02:56 AM	0:02:44		Internal
596115161020			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Mar, 2025 08:00:32 AM	03 Mar, 2025 06:02:33 PM	03 Mar, 2025 06:02:56 AM	0:02:44		Internal
596115161020			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Mar, 2025 08:00:32 AM	03 Mar, 2025 06:02:33 PM	03 Mar, 2025 06:02:56 AM	0:02:44		Internal
596115161020			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Mar, 2025 08:00:32 AM	03 Mar, 2025 06:02:33 PM	03 Mar, 2025 06:02:56 AM	0:02:44		Internal
596115161020			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Mar, 2025 08:00:32 AM	03 Mar, 2025 06:02:33 PM	03 Mar, 2025 06:02:56 AM	0:02:44		Internal
596115161020			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Mar, 2025 08:00:32 AM	03 Mar, 2025 06:02:33 PM	03 Mar, 2025 06:02:56 AM	0:02:44		Internal
596115161020			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Mar, 2025 08:00:32 AM	03 Mar, 2025 06:02:33 PM	03 Mar, 2025 06:02:56 AM	0:02:44		Internal
596115161020			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Mar, 2025 08:00:32 AM	03 Mar, 2025 06:02:33 PM	03 Mar, 2025 06:02:56 AM	0:02:44		Internal
596115161020			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Mar, 2025 08:00:32 AM	03 Mar, 2025 06:02:33 PM	03 Mar, 2025 06:02:56 AM	0:02:44		Internal
596115161020			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Mar, 2025 08:00:32 AM	03 Mar, 2025 06:02:33 PM	03 Mar, 2025 06:02:56 AM	0:02:44		Internal
596115161020			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Mar, 2025 08:00:32 AM	03 Mar, 2025 06:02:33 PM	03 Mar, 2025 06:02:56 AM	0:02:44		Internal
596115161020			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Mar, 2025 08:00:32 AM	03 Mar, 2025 06:02:33 PM	03 Mar, 2025 06:02:56 AM	0:02:44		Internal
596115161020			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Mar, 2025 08:00:32 AM	03 Mar, 2025 06:02:33 PM	03 Mar, 2025 06:02:56 AM	0:02:44		Internal
596115161020			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Mar, 2025 08:00:32 AM	03 Mar, 2025 06:02:33 PM	03 Mar, 2025 06:02:56 AM	0:02:44		Internal
596115161020			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Mar, 2025 08:00:32 AM	03 Mar, 2025 06:02:33 PM	03 Mar, 2025 06:02:56 AM	0:02:44		Internal
596115161020			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Mar, 2025 08:00:32 AM	03 Mar, 2025 06:02:33 PM	03 Mar, 2025 06:02:56 AM	0:02:44		Internal
596115161020			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Mar, 2025 08:00:32 AM	03 Mar, 2025 06:02:33 PM	03 Mar, 2025 06:02:56 AM	0:02:44		Internal
596115161020			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Mar, 2025 08:00:32 AM	03 Mar, 2025 06:02:33 PM	03 Mar, 2025 06:02:56 AM	0:02:44		Internal
596115161020			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Mar, 2025 08:00:32 AM	03 Mar, 2025 06:02:33 PM	03 Mar, 2025 06:02:56 AM	0:02:44		Internal
596115161020			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Mar, 2025 08:00:32 AM	03 Mar, 2025 06:02:33 PM	03 Mar, 2025 06:02:56 AM	0:02:44		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Typ		Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596115161020	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	[redacted]	03 Mar, 2025 08:00:32 AM	03 Mar, 2025 06:02:33 PM	03 Mar, 2025 06:02:56 AM	0:02:44		Internal
596115161020			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Mar, 2025 08:00:32 AM	03 Mar, 2025 06:02:33 PM	03 Mar, 2025 06:02:56 AM	0:02:44		Internal
596115161020			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Mar, 2025 08:00:32 AM	03 Mar, 2025 06:02:33 PM	03 Mar, 2025 06:02:56 AM	0:02:44		Internal
596115161020			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Mar, 2025 08:00:32 AM	03 Mar, 2025 06:02:33 PM	03 Mar, 2025 06:02:56 AM	0:02:44		Internal
596115161020			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Mar, 2025 08:00:32 AM	03 Mar, 2025 06:02:33 PM	03 Mar, 2025 06:02:56 AM	0:02:44		Internal
596115161020			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Mar, 2025 08:00:32 AM	03 Mar, 2025 06:02:33 PM	03 Mar, 2025 06:02:56 AM	0:02:44		Internal
596115122967			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Mar, 2025 04:58:46 PM	03 Mar, 2025 06:08:58 PM	01 Mar, 2025 09:30:44 PM	0:02:39		Internal
596115122967			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Mar, 2025 04:58:46 PM	03 Mar, 2025 06:08:58 PM	01 Mar, 2025 09:30:44 PM	0:02:39		Internal
596115122967			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Mar, 2025 04:58:46 PM	03 Mar, 2025 06:08:58 PM	01 Mar, 2025 09:30:44 PM	0:02:39		Internal
596115122967			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Mar, 2025 04:58:46 PM	03 Mar, 2025 06:08:58 PM	01 Mar, 2025 09:30:44 PM	0:02:39		Internal
596115122967			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Mar, 2025 04:58:46 PM	03 Mar, 2025 06:08:58 PM	01 Mar, 2025 09:30:44 PM	0:02:39		Internal
596115122967			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Mar, 2025 04:58:46 PM	03 Mar, 2025 06:08:58 PM	01 Mar, 2025 09:30:44 PM	0:02:39		Internal
596115122967			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Mar, 2025 04:58:46 PM	03 Mar, 2025 06:08:58 PM	01 Mar, 2025 09:30:44 PM	0:02:39		Internal
596115122967			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Mar, 2025 04:58:46 PM	03 Mar, 2025 06:08:58 PM	01 Mar, 2025 09:30:44 PM	0:02:39		Internal
596115122967			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Mar, 2025 04:58:46 PM	03 Mar, 2025 06:08:58 PM	01 Mar, 2025 09:30:44 PM	0:02:39		Internal
596115122967			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Mar, 2025 04:58:46 PM	03 Mar, 2025 06:08:58 PM	01 Mar, 2025 09:30:44 PM	0:02:39		Internal
596115122967			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Mar, 2025 04:58:46 PM	03 Mar, 2025 06:08:58 PM	01 Mar, 2025 09:30:44 PM	0:02:39		Internal
596115122967			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Mar, 2025 04:58:46 PM	03 Mar, 2025 06:08:58 PM	01 Mar, 2025 09:30:44 PM	0:02:39		Internal
596115122967			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Mar, 2025 04:58:46 PM	03 Mar, 2025 06:08:58 PM	01 Mar, 2025 09:30:44 PM	0:02:39		Internal
596115122967			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Mar, 2025 04:58:46 PM	03 Mar, 2025 06:08:58 PM	01 Mar, 2025 09:30:44 PM	0:02:39		Internal
596115122967			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Mar, 2025 04:58:46 PM	03 Mar, 2025 06:08:58 PM	01 Mar, 2025 09:30:44 PM	0:02:39		Internal
596115122967			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Mar, 2025 04:58:46 PM	03 Mar, 2025 06:08:58 PM	01 Mar, 2025 09:30:44 PM	0:02:39		Internal
596115122967			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Mar, 2025 04:58:46 PM	03 Mar, 2025 06:08:58 PM	01 Mar, 2025 09:30:44 PM	0:02:39		Internal
596115122967			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Mar, 2025 04:58:46 PM	03 Mar, 2025 06:08:58 PM	01 Mar, 2025 09:30:44 PM	0:02:39		Internal
596115122967			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Mar, 2025 04:58:46 PM	03 Mar, 2025 06:08:58 PM	01 Mar, 2025 09:30:44 PM	0:02:39		Internal
596115122967			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Mar, 2025 04:58:46 PM	03 Mar, 2025 06:08:58 PM	01 Mar, 2025 09:30:44 PM	0:02:39		Internal
596115122967			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Mar, 2025 04:58:46 PM	03 Mar, 2025 06:08:58 PM	01 Mar, 2025 09:30:44 PM	0:02:39		Internal
596115122967			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Mar, 2025 04:58:46 PM	03 Mar, 2025 06:08:58 PM	01 Mar, 2025 09:30:44 PM	0:02:39		Internal
596115122967			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Mar, 2025 04:58:46 PM	03 Mar, 2025 06:08:58 PM	01 Mar, 2025 09:30:44 PM	0:02:39		Internal
596115122967			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Mar, 2025 04:58:46 PM	03 Mar, 2025 06:08:58 PM	01 Mar, 2025 09:30:44 PM	0:02:39		Internal
596115122967			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Mar, 2025 04:58:46 PM	03 Mar, 2025 06:08:58 PM	01 Mar, 2025 09:30:44 PM	0:02:39		Internal
596115122967			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Mar, 2025 04:58:46 PM	03 Mar, 2025 06:08:58 PM	01 Mar, 2025 09:30:44 PM	0:02:39		Internal
596115233426			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Mar, 2025 04:00:53 PM	03 Mar, 2025 06:25:00 PM	03 Mar, 2025 03:50:46 PM	0:09:37		Internal
596115233426			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Mar, 2025 04:00:53 PM	03 Mar, 2025 06:25:00 PM	03 Mar, 2025 03:50:46 PM	0:09:37		Internal
596115233426			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Mar, 2025 04:00:53 PM	03 Mar, 2025 06:25:00 PM	03 Mar, 2025 03:50:46 PM	0:09:37		Internal
596115233426			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Mar, 2025 04:00:53 PM	03 Mar, 2025 06:25:00 PM	03 Mar, 2025 03:50:46 PM	0:09:37		Internal
596115233426			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Mar, 2025 04:00:53 PM	03 Mar, 2025 06:25:00 PM	03 Mar, 2025 03:50:46 PM	0:09:37		Internal
596115233426			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Mar, 2025 04:00:53 PM	03 Mar, 2025 06:25:00 PM	03 Mar, 2025 03:50:46 PM	0:09:37		Internal
596115233426			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Mar, 2025 04:00:53 PM	03 Mar, 2025 06:25:00 PM	03 Mar, 2025 03:50:46 PM	0:09:37		Internal
596115233426			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Mar, 2025 04:00:53 PM	03 Mar, 2025 06:25:00 PM	03 Mar, 2025 03:50:46 PM	0:09:37		Internal
596115233426			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Mar, 2025 04:00:53 PM	03 Mar, 2025 06:25:00 PM	03 Mar, 2025 03:50:46 PM	0:09:37		Internal
596115233426			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Mar, 2025 04:00:53 PM	03 Mar, 2025 06:25:00 PM	03 Mar, 2025 03:50:46 PM	0:09:37		Internal
596115233426			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Mar, 2025 04:00:53 PM	03 Mar, 2025 06:25:00 PM	03 Mar, 2025 03:50:46 PM	0:09:37		Internal
596115233426			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Mar, 2025 04:00:53 PM	03 Mar, 2025 06:25:00 PM	03 Mar, 2025 03:50:46 PM	0:09:37		Internal
596115233426			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Mar, 2025 04:00:53 PM	03 Mar, 2025 06:25:00 PM	03 Mar, 2025 03:50:46 PM	0:09:37		Internal
596115233426			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Mar, 2025 04:00:53 PM	03 Mar, 2025 06:25:00 PM	03 Mar, 2025 03:50:46 PM	0:09:37		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Typ	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596115233426	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	03 Mar, 2025 04:00:53 PM	03 Mar, 2025 06:25:00 PM	03 Mar, 2025 03:50:46 PM	0:09:37		Internal
596115233426			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	03 Mar, 2025 04:00:53 PM	03 Mar, 2025 06:25:00 PM	03 Mar, 2025 03:50:46 PM	0:09:37		Internal
596115233426			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	03 Mar, 2025 04:00:53 PM	03 Mar, 2025 06:25:00 PM	03 Mar, 2025 03:50:46 PM	0:09:37		Internal
596115233426			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	03 Mar, 2025 04:00:53 PM	03 Mar, 2025 06:25:00 PM	03 Mar, 2025 03:50:46 PM	0:09:37		Internal
596115233426			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	03 Mar, 2025 04:00:53 PM	03 Mar, 2025 06:25:00 PM	03 Mar, 2025 03:50:46 PM	0:09:37		Internal
596115233426			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	03 Mar, 2025 04:00:53 PM	03 Mar, 2025 06:25:00 PM	03 Mar, 2025 03:50:46 PM	0:09:37		Internal
596115233426			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	03 Mar, 2025 04:00:53 PM	03 Mar, 2025 06:25:00 PM	03 Mar, 2025 03:50:46 PM	0:09:37		Internal
596115233426			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	03 Mar, 2025 04:00:53 PM	03 Mar, 2025 06:25:00 PM	03 Mar, 2025 03:50:46 PM	0:09:37		Internal
596115233426			CTE_Res_FT		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	03 Mar, 2025 04:00:53 PM	03 Mar, 2025 06:25:00 PM	03 Mar, 2025 03:50:46 PM	0:09:37		Internal
596115233426			CTE_Res_FT		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	03 Mar, 2025 04:00:53 PM	03 Mar, 2025 06:25:00 PM	03 Mar, 2025 03:50:46 PM	0:09:37		Internal
596115233426			CTE_Res_FT		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	03 Mar, 2025 04:00:53 PM	03 Mar, 2025 06:25:00 PM	03 Mar, 2025 03:50:46 PM	0:09:37		Internal
596115233426			CTE_Res_FT		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	03 Mar, 2025 04:00:53 PM	03 Mar, 2025 06:25:00 PM	03 Mar, 2025 03:50:46 PM	0:09:37		Internal
595162543104			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	03 Mar, 2025 06:11:57 PM	03 Mar, 2025 06:40:00 PM	25 Feb, 2025 10:26:30 PM	0:04:13		Internal
595162543104			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	03 Mar, 2025 06:11:57 PM	03 Mar, 2025 06:40:00 PM	25 Feb, 2025 10:26:30 PM	0:04:13		Internal
595162543104			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	03 Mar, 2025 06:11:57 PM	03 Mar, 2025 06:40:00 PM	25 Feb, 2025 10:26:30 PM	0:04:13		Internal
595162543104			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	03 Mar, 2025 06:11:57 PM	03 Mar, 2025 06:40:00 PM	25 Feb, 2025 10:26:30 PM	0:04:13		Internal
595162543104			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	03 Mar, 2025 06:11:57 PM	03 Mar, 2025 06:40:00 PM	25 Feb, 2025 10:26:30 PM	0:04:13		Internal
595162543104			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	03 Mar, 2025 06:11:57 PM	03 Mar, 2025 06:40:00 PM	25 Feb, 2025 10:26:30 PM	0:04:13		Internal
595162543104			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	03 Mar, 2025 06:11:57 PM	03 Mar, 2025 06:40:00 PM	25 Feb, 2025 10:26:30 PM	0:04:13		Internal
595162543104			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	03 Mar, 2025 06:11:57 PM	03 Mar, 2025 06:40:00 PM	25 Feb, 2025 10:26:30 PM	0:04:13		Internal
595162543104			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	03 Mar, 2025 06:11:57 PM	03 Mar, 2025 06:40:00 PM	25 Feb, 2025 10:26:30 PM	0:04:13		Internal
595162543104			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	03 Mar, 2025 06:11:57 PM	03 Mar, 2025 06:40:00 PM	25 Feb, 2025 10:26:30 PM	0:04:13		Internal
595162543104			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	03 Mar, 2025 06:11:57 PM	03 Mar, 2025 06:40:00 PM	25 Feb, 2025 10:26:30 PM	0:04:13		Internal
595162543104			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	03 Mar, 2025 06:11:57 PM	03 Mar, 2025 06:40:00 PM	25 Feb, 2025 10:26:30 PM	0:04:13		Internal
595162543104			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	03 Mar, 2025 06:11:57 PM	03 Mar, 2025 06:40:00 PM	25 Feb, 2025 10:26:30 PM	0:04:13		Internal
595162543104			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	03 Mar, 2025 06:11:57 PM	03 Mar, 2025 06:40:00 PM	25 Feb, 2025 10:26:30 PM	0:04:13		Internal
595162543104			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	03 Mar, 2025 06:11:57 PM	03 Mar, 2025 06:40:00 PM	25 Feb, 2025 10:26:30 PM	0:04:13		Internal
595162543104			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	03 Mar, 2025 06:11:57 PM	03 Mar, 2025 06:40:00 PM	25 Feb, 2025 10:26:30 PM	0:04:13		Internal
595162543104			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	03 Mar, 2025 06:11:57 PM	03 Mar, 2025 06:40:00 PM	25 Feb, 2025 10:26:30 PM	0:04:13		Internal
595162543104			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	03 Mar, 2025 06:11:57 PM	03 Mar, 2025 06:40:00 PM	25 Feb, 2025 10:26:30 PM	0:04:13		Internal
595162543104			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	03 Mar, 2025 06:11:57 PM	03 Mar, 2025 06:40:00 PM	25 Feb, 2025 10:26:30 PM	0:04:13		Internal
595162543104			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	03 Mar, 2025 06:11:57 PM	03 Mar, 2025 06:40:00 PM	25 Feb, 2025 10:26:30 PM	0:04:13		Internal
595162543104			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	03 Mar, 2025 06:11:57 PM	03 Mar, 2025 06:40:00 PM	25 Feb, 2025 10:26:30 PM	0:04:13		Internal
595162543104			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	03 Mar, 2025 06:11:57 PM	03 Mar, 2025 06:40:00 PM	25 Feb, 2025 10:26:30 PM	0:04:13		Internal
595162543104			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	03 Mar, 2025 06:11:57 PM	03 Mar, 2025 06:40:00 PM	25 Feb, 2025 10:26:30 PM	0:04:13		Internal
595162543104			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	03 Mar, 2025 06:11:57 PM	03 Mar, 2025 06:40:00 PM	25 Feb, 2025 10:26:30 PM	0:04:13		Internal
595162543104			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	03 Mar, 2025 06:11:57 PM	03 Mar, 2025 06:40:00 PM	25 Feb, 2025 10:26:30 PM	0:04:13		Internal
595162543104			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	03 Mar, 2025 06:11:57 PM	03 Mar, 2025 06:40:00 PM	25 Feb, 2025 10:26:30 PM	0:04:13		Internal
595161516221			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	20 Feb, 2025 04:01:07 AM	03 Mar, 2025 06:51:22 PM	18 Feb, 2025 06:54:01 PM	0:03:04		Internal
595161516221			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	20 Feb, 2025 04:01:07 AM	03 Mar, 2025 06:51:22 PM	18 Feb, 2025 06:54:01 PM	0:03:04		Internal

Master Contact	Agent Name	Team	Skill		Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595161516221			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Feb, 2025 04:01:07 AM	03 Mar, 2025 06:51:22 PM	18 Feb, 2025 06:54:01 PM	0:03:04		Internal
595161516221			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Feb, 2025 04:01:07 AM	03 Mar, 2025 06:51:22 PM	18 Feb, 2025 06:54:01 PM	0:03:04		Internal
595161516221			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Feb, 2025 04:01:07 AM	03 Mar, 2025 06:51:22 PM	18 Feb, 2025 06:54:01 PM	0:03:04		Internal
595161516221			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		20 Feb, 2025 04:01:07 AM	03 Mar, 2025 06:51:22 PM	18 Feb, 2025 06:54:01 PM	0:03:04		Internal
595161516221			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 Feb, 2025 04:01:07 AM	03 Mar, 2025 06:51:22 PM	18 Feb, 2025 06:54:01 PM	0:03:04		Internal
595161516221			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 Feb, 2025 04:01:07 AM	03 Mar, 2025 06:51:22 PM	18 Feb, 2025 06:54:01 PM	0:03:04		Internal
595161516221			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 Feb, 2025 04:01:07 AM	03 Mar, 2025 06:51:22 PM	18 Feb, 2025 06:54:01 PM	0:03:04		Internal
595161516221			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		20 Feb, 2025 04:01:07 AM	03 Mar, 2025 06:51:22 PM	18 Feb, 2025 06:54:01 PM	0:03:04		Internal
595161516221			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		20 Feb, 2025 04:01:07 AM	03 Mar, 2025 06:51:22 PM	18 Feb, 2025 06:54:01 PM	0:03:04		Internal
595161516221			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Feb, 2025 04:01:07 AM	03 Mar, 2025 06:51:22 PM	18 Feb, 2025 06:54:01 PM	0:03:04		Internal
595161516221			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 Feb, 2025 04:01:07 AM	03 Mar, 2025 06:51:22 PM	18 Feb, 2025 06:54:01 PM	0:03:04		Internal
595161516221			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		20 Feb, 2025 04:01:07 AM	03 Mar, 2025 06:51:22 PM	18 Feb, 2025 06:54:01 PM	0:03:04		Internal
595161516221			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		20 Feb, 2025 04:01:07 AM	03 Mar, 2025 06:51:22 PM	18 Feb, 2025 06:54:01 PM	0:03:04		Internal
595161516221			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Feb, 2025 04:01:07 AM	03 Mar, 2025 06:51:22 PM	18 Feb, 2025 06:54:01 PM	0:03:04		Internal
595161516221			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 Feb, 2025 04:01:07 AM	03 Mar, 2025 06:51:22 PM	18 Feb, 2025 06:54:01 PM	0:03:04		Internal
595161516221			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		20 Feb, 2025 04:01:07 AM	03 Mar, 2025 06:51:22 PM	18 Feb, 2025 06:54:01 PM	0:03:04		Internal
595161516221			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		20 Feb, 2025 04:01:07 AM	03 Mar, 2025 06:51:22 PM	18 Feb, 2025 06:54:01 PM	0:03:04		Internal
595161516221			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Feb, 2025 04:01:07 AM	03 Mar, 2025 06:51:22 PM	18 Feb, 2025 06:54:01 PM	0:03:04		Internal
595161516221			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 Feb, 2025 04:01:07 AM	03 Mar, 2025 06:51:22 PM	18 Feb, 2025 06:54:01 PM	0:03:04		Internal
595161516221			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 Feb, 2025 04:01:07 AM	03 Mar, 2025 06:51:22 PM	18 Feb, 2025 06:54:01 PM	0:03:04		Internal
595161516221			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		20 Feb, 2025 04:01:07 AM	03 Mar, 2025 06:51:22 PM	18 Feb, 2025 06:54:01 PM	0:03:04		Internal
595161516221			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 Feb, 2025 04:01:07 AM	03 Mar, 2025 06:51:22 PM	18 Feb, 2025 06:54:01 PM	0:03:04		Internal
595161516221			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Feb, 2025 04:01:07 AM	03 Mar, 2025 06:51:22 PM	18 Feb, 2025 06:54:01 PM	0:03:04		Internal
595161516221			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Feb, 2025 04:01:07 AM	03 Mar, 2025 06:51:22 PM	18 Feb, 2025 06:54:01 PM	0:03:04		Internal
596114768260			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Mar, 2025 07:05:17 PM	03 Mar, 2025 07:10:33 PM	27 Feb, 2025 02:45:39 PM	0:04:08		Internal
596114768260			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Mar, 2025 07:05:17 PM	03 Mar, 2025 07:10:33 PM	27 Feb, 2025 02:45:39 PM	0:04:08		Internal
596114768260			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Mar, 2025 07:05:17 PM	03 Mar, 2025 07:10:33 PM	27 Feb, 2025 02:45:39 PM	0:04:08		Internal
596114768260			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Mar, 2025 07:05:17 PM	03 Mar, 2025 07:10:33 PM	27 Feb, 2025 02:45:39 PM	0:04:08		Internal
596114768260			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Mar, 2025 07:05:17 PM	03 Mar, 2025 07:10:33 PM	27 Feb, 2025 02:45:39 PM	0:04:08		Internal
596114768260			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Mar, 2025 07:05:17 PM	03 Mar, 2025 07:10:33 PM	27 Feb, 2025 02:45:39 PM	0:04:08		Internal
596114768260			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Mar, 2025 07:05:17 PM	03 Mar, 2025 07:10:33 PM	27 Feb, 2025 02:45:39 PM	0:04:08		Internal
596114768260			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Mar, 2025 07:05:17 PM	03 Mar, 2025 07:10:33 PM	27 Feb, 2025 02:45:39 PM	0:04:08		Internal
596114768260			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Mar, 2025 07:05:17 PM	03 Mar, 2025 07:10:33 PM	27 Feb, 2025 02:45:39 PM	0:04:08		Internal
596114768260			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Mar, 2025 07:05:17 PM	03 Mar, 2025 07:10:33 PM	27 Feb, 2025 02:45:39 PM	0:04:08		Internal
596114768260			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Mar, 2025 07:05:17 PM	03 Mar, 2025 07:10:33 PM	27 Feb, 2025 02:45:39 PM	0:04:08		Internal
596114768260			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Mar, 2025 07:05:17 PM	03 Mar, 2025 07:10:33 PM	27 Feb, 2025 02:45:39 PM	0:04:08		Internal
596114768260			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Mar, 2025 07:05:17 PM	03 Mar, 2025 07:10:33 PM	27 Feb, 2025 02:45:39 PM	0:04:08		Internal
596114768260			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Mar, 2025 07:05:17 PM	03 Mar, 2025 07:10:33 PM	27 Feb, 2025 02:45:39 PM	0:04:08		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596114768260	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	03 Mar, 2025 07:05:17 PM	03 Mar, 2025 07:10:33 PM	27 Feb, 2025 02:45:39 PM	0:04:08		Internal
596114768260			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Mar, 2025 07:05:17 PM	03 Mar, 2025 07:10:33 PM	27 Feb, 2025 02:45:39 PM	0:04:08		Internal
596114768260			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Mar, 2025 07:05:17 PM	03 Mar, 2025 07:10:33 PM	27 Feb, 2025 02:45:39 PM	0:04:08		Internal
596114768260			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Mar, 2025 07:05:17 PM	03 Mar, 2025 07:10:33 PM	27 Feb, 2025 02:45:39 PM	0:04:08		Internal
596114768260			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Mar, 2025 07:05:17 PM	03 Mar, 2025 07:10:33 PM	27 Feb, 2025 02:45:39 PM	0:04:08		Internal
596114768260			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Mar, 2025 07:05:17 PM	03 Mar, 2025 07:10:33 PM	27 Feb, 2025 02:45:39 PM	0:04:08		Internal
596114768260			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Mar, 2025 07:05:17 PM	03 Mar, 2025 07:10:33 PM	27 Feb, 2025 02:45:39 PM	0:04:08		Internal
596114768260			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Mar, 2025 07:05:17 PM	03 Mar, 2025 07:10:33 PM	27 Feb, 2025 02:45:39 PM	0:04:08		Internal
596114768260			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Mar, 2025 07:05:17 PM	03 Mar, 2025 07:10:33 PM	27 Feb, 2025 02:45:39 PM	0:04:08		Internal
596114768260			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Mar, 2025 07:05:17 PM	03 Mar, 2025 07:10:33 PM	27 Feb, 2025 02:45:39 PM	0:04:08		Internal
596114768260			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Mar, 2025 07:05:17 PM	03 Mar, 2025 07:10:33 PM	27 Feb, 2025 02:45:39 PM	0:04:08		Internal
596114768260			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Mar, 2025 07:05:17 PM	03 Mar, 2025 07:10:33 PM	27 Feb, 2025 02:45:39 PM	0:04:08		Internal
595162198381			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Feb, 2025 03:00:21 PM	03 Mar, 2025 07:19:55 PM	24 Feb, 2025 01:03:04 PM	0:02:50		Internal
595162198381			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Feb, 2025 03:00:21 PM	03 Mar, 2025 07:19:55 PM	24 Feb, 2025 01:03:04 PM	0:02:50		Internal
595162198381			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Feb, 2025 03:00:21 PM	03 Mar, 2025 07:19:55 PM	24 Feb, 2025 01:03:04 PM	0:02:50		Internal
595162198381			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Feb, 2025 03:00:21 PM	03 Mar, 2025 07:19:55 PM	24 Feb, 2025 01:03:04 PM	0:02:50		Internal
595162198381			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Feb, 2025 03:00:21 PM	03 Mar, 2025 07:19:55 PM	24 Feb, 2025 01:03:04 PM	0:02:50		Internal
595162198381			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Feb, 2025 03:00:21 PM	03 Mar, 2025 07:19:55 PM	24 Feb, 2025 01:03:04 PM	0:02:50		Internal
595162198381			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Feb, 2025 03:00:21 PM	03 Mar, 2025 07:19:55 PM	24 Feb, 2025 01:03:04 PM	0:02:50		Internal
595162198381			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Feb, 2025 03:00:21 PM	03 Mar, 2025 07:19:55 PM	24 Feb, 2025 01:03:04 PM	0:02:50		Internal
595162198381			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Feb, 2025 03:00:21 PM	03 Mar, 2025 07:19:55 PM	24 Feb, 2025 01:03:04 PM	0:02:50		Internal
595162198381			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Feb, 2025 03:00:21 PM	03 Mar, 2025 07:19:55 PM	24 Feb, 2025 01:03:04 PM	0:02:50		Internal
595162198381			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Feb, 2025 03:00:21 PM	03 Mar, 2025 07:19:55 PM	24 Feb, 2025 01:03:04 PM	0:02:50		Internal
595162198381			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Feb, 2025 03:00:21 PM	03 Mar, 2025 07:19:55 PM	24 Feb, 2025 01:03:04 PM	0:02:50		Internal
595162198381			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Feb, 2025 03:00:21 PM	03 Mar, 2025 07:19:55 PM	24 Feb, 2025 01:03:04 PM	0:02:50		Internal
595162198381			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Feb, 2025 03:00:21 PM	03 Mar, 2025 07:19:55 PM	24 Feb, 2025 01:03:04 PM	0:02:50		Internal
595162198381			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Feb, 2025 03:00:21 PM	03 Mar, 2025 07:19:55 PM	24 Feb, 2025 01:03:04 PM	0:02:50		Internal
595162198381			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Feb, 2025 03:00:21 PM	03 Mar, 2025 07:19:55 PM	24 Feb, 2025 01:03:04 PM	0:02:50		Internal
595162198381			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Feb, 2025 03:00:21 PM	03 Mar, 2025 07:19:55 PM	24 Feb, 2025 01:03:04 PM	0:02:50		Internal
595162198381			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Feb, 2025 03:00:21 PM	03 Mar, 2025 07:19:55 PM	24 Feb, 2025 01:03:04 PM	0:02:50		Internal
595162198381			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Feb, 2025 03:00:21 PM	03 Mar, 2025 07:19:55 PM	24 Feb, 2025 01:03:04 PM	0:02:50		Internal
595162198381			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Feb, 2025 03:00:21 PM	03 Mar, 2025 07:19:55 PM	24 Feb, 2025 01:03:04 PM	0:02:50		Internal
595162198381			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Feb, 2025 03:00:21 PM	03 Mar, 2025 07:19:55 PM	24 Feb, 2025 01:03:04 PM	0:02:50		Internal
595162198381			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Feb, 2025 03:00:21 PM	03 Mar, 2025 07:19:55 PM	24 Feb, 2025 01:03:04 PM	0:02:50		Internal
595162198381			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		24 Feb, 2025 03:00:21 PM	03 Mar, 2025 07:19:55 PM	24 Feb, 2025 01:03:04 PM	0:02:50		Internal
595162198381			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Feb, 2025 03:00:21 PM	03 Mar, 2025 07:19:55 PM	24 Feb, 2025 01:03:04 PM	0:02:50		Internal
595162198381			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Feb, 2025 03:00:21 PM	03 Mar, 2025 07:19:55 PM	24 Feb, 2025 01:03:04 PM	0:02:50		Internal
595162198381			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Feb, 2025 03:00:21 PM	03 Mar, 2025 07:19:55 PM	24 Feb, 2025 01:03:04 PM	0:02:50		Internal
596114606994			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Mar, 2025 07:38:51 PM	03 Mar, 2025 07:46:38 PM	26 Feb, 2025 03:32:52 PM	0:02:45		Internal
596114606994			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Mar, 2025 07:38:51 PM	03 Mar, 2025 07:46:38 PM	26 Feb, 2025 03:32:52 PM	0:02:45		Internal
596114606994			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Mar, 2025 07:38:51 PM	03 Mar, 2025 07:46:38 PM	26 Feb, 2025 03:32:52 PM	0:02:45		Internal
596114606994			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Mar, 2025 07:38:51 PM	03 Mar, 2025 07:46:38 PM	26 Feb, 2025 03:32:52 PM	0:02:45		Internal
596114606994			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Mar, 2025 07:38:51 PM	03 Mar, 2025 07:46:38 PM	26 Feb, 2025 03:32:52 PM	0:02:45		Internal
596114606994			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Mar, 2025 07:38:51 PM	03 Mar, 2025 07:46:38 PM	26 Feb, 2025 03:32:52 PM	0:02:45		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596114606994	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	03 Mar, 2025 07:38:51 PM	03 Mar, 2025 07:46:38 PM	26 Feb, 2025 03:32:52 PM	0:02:45		Internal
596114606994			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Mar, 2025 07:38:51 PM	03 Mar, 2025 07:46:38 PM	26 Feb, 2025 03:32:52 PM	0:02:45		Internal
596114606994			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Mar, 2025 07:38:51 PM	03 Mar, 2025 07:46:38 PM	26 Feb, 2025 03:32:52 PM	0:02:45		Internal
596114606994			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Mar, 2025 07:38:51 PM	03 Mar, 2025 07:46:38 PM	26 Feb, 2025 03:32:52 PM	0:02:45		Internal
596114606994			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Mar, 2025 07:38:51 PM	03 Mar, 2025 07:46:38 PM	26 Feb, 2025 03:32:52 PM	0:02:45		Internal
596114606994			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Mar, 2025 07:38:51 PM	03 Mar, 2025 07:46:38 PM	26 Feb, 2025 03:32:52 PM	0:02:45		Internal
596114606994			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Mar, 2025 07:38:51 PM	03 Mar, 2025 07:46:38 PM	26 Feb, 2025 03:32:52 PM	0:02:45		Internal
596114606994			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Mar, 2025 07:38:51 PM	03 Mar, 2025 07:46:38 PM	26 Feb, 2025 03:32:52 PM	0:02:45		Internal
596114606994			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Mar, 2025 07:38:51 PM	03 Mar, 2025 07:46:38 PM	26 Feb, 2025 03:32:52 PM	0:02:45		Internal
596114606994			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Mar, 2025 07:38:51 PM	03 Mar, 2025 07:46:38 PM	26 Feb, 2025 03:32:52 PM	0:02:45		Internal
596114606994			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Mar, 2025 07:38:51 PM	03 Mar, 2025 07:46:38 PM	26 Feb, 2025 03:32:52 PM	0:02:45		Internal
596114606994			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Mar, 2025 07:38:51 PM	03 Mar, 2025 07:46:38 PM	26 Feb, 2025 03:32:52 PM	0:02:45		Internal
596114606994			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Mar, 2025 07:38:51 PM	03 Mar, 2025 07:46:38 PM	26 Feb, 2025 03:32:52 PM	0:02:45		Internal
596114606994			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Mar, 2025 07:38:51 PM	03 Mar, 2025 07:46:38 PM	26 Feb, 2025 03:32:52 PM	0:02:45		Internal
596114606994			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Mar, 2025 07:38:51 PM	03 Mar, 2025 07:46:38 PM	26 Feb, 2025 03:32:52 PM	0:02:45		Internal
596114606994			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Mar, 2025 07:38:51 PM	03 Mar, 2025 07:46:38 PM	26 Feb, 2025 03:32:52 PM	0:02:45		Internal
596114606994			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Mar, 2025 07:38:51 PM	03 Mar, 2025 07:46:38 PM	26 Feb, 2025 03:32:52 PM	0:02:45		Internal
596114606994			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Mar, 2025 07:38:51 PM	03 Mar, 2025 07:46:38 PM	26 Feb, 2025 03:32:52 PM	0:02:45		Internal
596114606994			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Mar, 2025 07:38:51 PM	03 Mar, 2025 07:46:38 PM	26 Feb, 2025 03:32:52 PM	0:02:45		Internal
596114606994			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Mar, 2025 07:38:51 PM	03 Mar, 2025 07:46:38 PM	26 Feb, 2025 03:32:52 PM	0:02:45		Internal
596115223906			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Mar, 2025 04:19:59 PM	03 Mar, 2025 08:30:57 PM	03 Mar, 2025 03:24:26 PM	0:03:10		Internal
596115223906			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Mar, 2025 04:19:59 PM	03 Mar, 2025 08:30:57 PM	03 Mar, 2025 03:24:26 PM	0:03:10		Internal
596115223906			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Mar, 2025 04:19:59 PM	03 Mar, 2025 08:30:57 PM	03 Mar, 2025 03:24:26 PM	0:03:10		Internal
596115223906			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Mar, 2025 04:19:59 PM	03 Mar, 2025 08:30:57 PM	03 Mar, 2025 03:24:26 PM	0:03:10		Internal
596115223906			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Mar, 2025 04:19:59 PM	03 Mar, 2025 08:30:57 PM	03 Mar, 2025 03:24:26 PM	0:03:10		Internal
596115223906			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Mar, 2025 04:19:59 PM	03 Mar, 2025 08:30:57 PM	03 Mar, 2025 03:24:26 PM	0:03:10		Internal
596115223906			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Mar, 2025 04:19:59 PM	03 Mar, 2025 08:30:57 PM	03 Mar, 2025 03:24:26 PM	0:03:10		Internal
596115223906			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Mar, 2025 04:19:59 PM	03 Mar, 2025 08:30:57 PM	03 Mar, 2025 03:24:26 PM	0:03:10		Internal
596115223906			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Mar, 2025 04:19:59 PM	03 Mar, 2025 08:30:57 PM	03 Mar, 2025 03:24:26 PM	0:03:10		Internal
596115223906			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Mar, 2025 04:19:59 PM	03 Mar, 2025 08:30:57 PM	03 Mar, 2025 03:24:26 PM	0:03:10		Internal
596115223906			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Mar, 2025 04:19:59 PM	03 Mar, 2025 08:30:57 PM	03 Mar, 2025 03:24:26 PM	0:03:10		Internal
596115223906			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Mar, 2025 04:19:59 PM	03 Mar, 2025 08:30:57 PM	03 Mar, 2025 03:24:26 PM	0:03:10		Internal
596115223906			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Mar, 2025 04:19:59 PM	03 Mar, 2025 08:30:57 PM	03 Mar, 2025 03:24:26 PM	0:03:10		Internal
596115223906			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Mar, 2025 04:19:59 PM	03 Mar, 2025 08:30:57 PM	03 Mar, 2025 03:24:26 PM	0:03:10		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596115223906	[redacted]	[redacted]	CTE_Bus_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	03 Mar, 2025 04:19:59 PM	03 Mar, 2025 08:30:57 PM	03 Mar, 2025 03:24:26 PM	0:03:10		Internal
596115223906			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Mar, 2025 04:19:59 PM	03 Mar, 2025 08:30:57 PM	03 Mar, 2025 03:24:26 PM	0:03:10		Internal
596115223906			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Mar, 2025 04:19:59 PM	03 Mar, 2025 08:30:57 PM	03 Mar, 2025 03:24:26 PM	0:03:10		Internal
596115223906			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Mar, 2025 04:19:59 PM	03 Mar, 2025 08:30:57 PM	03 Mar, 2025 03:24:26 PM	0:03:10		Internal
596115223906			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Mar, 2025 04:19:59 PM	03 Mar, 2025 08:30:57 PM	03 Mar, 2025 03:24:26 PM	0:03:10		Internal
596115223906			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Mar, 2025 04:19:59 PM	03 Mar, 2025 08:30:57 PM	03 Mar, 2025 03:24:26 PM	0:03:10		Internal
596115223906			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Mar, 2025 04:19:59 PM	03 Mar, 2025 08:30:57 PM	03 Mar, 2025 03:24:26 PM	0:03:10		Internal
596115223906			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Mar, 2025 04:19:59 PM	03 Mar, 2025 08:30:57 PM	03 Mar, 2025 03:24:26 PM	0:03:10		Internal
596115223906			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Mar, 2025 04:19:59 PM	03 Mar, 2025 08:30:57 PM	03 Mar, 2025 03:24:26 PM	0:03:10		Internal
596115223906			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Mar, 2025 04:19:59 PM	03 Mar, 2025 08:30:57 PM	03 Mar, 2025 03:24:26 PM	0:03:10		Internal
596115223906			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Mar, 2025 04:19:59 PM	03 Mar, 2025 08:30:57 PM	03 Mar, 2025 03:24:26 PM	0:03:10		Internal
596115223906			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Mar, 2025 04:19:59 PM	03 Mar, 2025 08:30:57 PM	03 Mar, 2025 03:24:26 PM	0:03:10		Internal
595162219019			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Feb, 2025 03:00:22 PM	03 Mar, 2025 08:58:16 PM	24 Feb, 2025 02:54:01 PM	0:04:02		Internal
595162219019			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Feb, 2025 03:00:22 PM	03 Mar, 2025 08:58:16 PM	24 Feb, 2025 02:54:01 PM	0:04:02		Internal
595162219019			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Feb, 2025 03:00:22 PM	03 Mar, 2025 08:58:16 PM	24 Feb, 2025 02:54:01 PM	0:04:02		Internal
595162219019			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Feb, 2025 03:00:22 PM	03 Mar, 2025 08:58:16 PM	24 Feb, 2025 02:54:01 PM	0:04:02		Internal
595162219019			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Feb, 2025 03:00:22 PM	03 Mar, 2025 08:58:16 PM	24 Feb, 2025 02:54:01 PM	0:04:02		Internal
595162219019			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Feb, 2025 03:00:22 PM	03 Mar, 2025 08:58:16 PM	24 Feb, 2025 02:54:01 PM	0:04:02		Internal
595162219019			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Feb, 2025 03:00:22 PM	03 Mar, 2025 08:58:16 PM	24 Feb, 2025 02:54:01 PM	0:04:02		Internal
595162219019			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Feb, 2025 03:00:22 PM	03 Mar, 2025 08:58:16 PM	24 Feb, 2025 02:54:01 PM	0:04:02		Internal
595162219019			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Feb, 2025 03:00:22 PM	03 Mar, 2025 08:58:16 PM	24 Feb, 2025 02:54:01 PM	0:04:02		Internal
595162219019			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Feb, 2025 03:00:22 PM	03 Mar, 2025 08:58:16 PM	24 Feb, 2025 02:54:01 PM	0:04:02		Internal
595162219019			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Feb, 2025 03:00:22 PM	03 Mar, 2025 08:58:16 PM	24 Feb, 2025 02:54:01 PM	0:04:02		Internal
595162219019			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Feb, 2025 03:00:22 PM	03 Mar, 2025 08:58:16 PM	24 Feb, 2025 02:54:01 PM	0:04:02		Internal
595162219019			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Feb, 2025 03:00:22 PM	03 Mar, 2025 08:58:16 PM	24 Feb, 2025 02:54:01 PM	0:04:02		Internal
595162219019			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Feb, 2025 03:00:22 PM	03 Mar, 2025 08:58:16 PM	24 Feb, 2025 02:54:01 PM	0:04:02		Internal
595162219019			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Feb, 2025 03:00:22 PM	03 Mar, 2025 08:58:16 PM	24 Feb, 2025 02:54:01 PM	0:04:02		Internal
595162219019			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Feb, 2025 03:00:22 PM	03 Mar, 2025 08:58:16 PM	24 Feb, 2025 02:54:01 PM	0:04:02		Internal
595162219019			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Feb, 2025 03:00:22 PM	03 Mar, 2025 08:58:16 PM	24 Feb, 2025 02:54:01 PM	0:04:02		Internal
595162219019			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Feb, 2025 03:00:22 PM	03 Mar, 2025 08:58:16 PM	24 Feb, 2025 02:54:01 PM	0:04:02		Internal
595162219019			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Feb, 2025 03:00:22 PM	03 Mar, 2025 08:58:16 PM	24 Feb, 2025 02:54:01 PM	0:04:02		Internal
595162219019			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Feb, 2025 03:00:22 PM	03 Mar, 2025 08:58:16 PM	24 Feb, 2025 02:54:01 PM	0:04:02		Internal
595162219019			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Feb, 2025 03:00:22 PM	03 Mar, 2025 08:58:16 PM	24 Feb, 2025 02:54:01 PM	0:04:02		Internal
595162219019			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Feb, 2025 03:00:22 PM	03 Mar, 2025 08:58:16 PM	24 Feb, 2025 02:54:01 PM	0:04:02		Internal
595162219019			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		24 Feb, 2025 03:00:22 PM	03 Mar, 2025 08:58:16 PM	24 Feb, 2025 02:54:01 PM	0:04:02		Internal
595162219019			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Feb, 2025 03:00:22 PM	03 Mar, 2025 08:58:16 PM	24 Feb, 2025 02:54:01 PM	0:04:02		Internal
595162219019			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Feb, 2025 03:00:22 PM	03 Mar, 2025 08:58:16 PM	24 Feb, 2025 02:54:01 PM	0:04:02		Internal
595162219019			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Feb, 2025 03:00:22 PM	03 Mar, 2025 08:58:16 PM	24 Feb, 2025 02:54:01 PM	0:04:02		Internal
596115220184			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Mar, 2025 04:00:59 PM	03 Mar, 2025 09:16:30 PM	03 Mar, 2025 02:48:36 PM	0:04:41		Internal
596115220184			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Mar, 2025 04:00:59 PM	03 Mar, 2025 09:16:30 PM	03 Mar, 2025 02:48:36 PM	0:04:41		Internal
596115220184			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Mar, 2025 04:00:59 PM	03 Mar, 2025 09:16:30 PM	03 Mar, 2025 02:48:36 PM	0:04:41		Internal
596115220184			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Mar, 2025 04:00:59 PM	03 Mar, 2025 09:16:30 PM	03 Mar, 2025 02:48:36 PM	0:04:41		Internal
596115220184			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Mar, 2025 04:00:59 PM	03 Mar, 2025 09:16:30 PM	03 Mar, 2025 02:48:36 PM	0:04:41		Internal
596115220184			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Mar, 2025 04:00:59 PM	03 Mar, 2025 09:16:30 PM	03 Mar, 2025 02:48:36 PM	0:04:41		Internal
596115220184			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Mar, 2025 04:00:59 PM	03 Mar, 2025 09:16:30 PM	03 Mar, 2025 02:48:36 PM	0:04:41		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596115220184	[redacted]	[redacted]	CTE_Bus_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	[redacted]	03 Mar, 2025 04:00:59 PM	03 Mar, 2025 09:16:30 PM	03 Mar, 2025 02:48:36 PM	0:04:41		Internal
596115220184			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Mar, 2025 04:00:59 PM	03 Mar, 2025 09:16:30 PM	03 Mar, 2025 02:48:36 PM	0:04:41		Internal
596115220184			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Mar, 2025 04:00:59 PM	03 Mar, 2025 09:16:30 PM	03 Mar, 2025 02:48:36 PM	0:04:41		Internal
596115220184			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Mar, 2025 04:00:59 PM	03 Mar, 2025 09:16:30 PM	03 Mar, 2025 02:48:36 PM	0:04:41		Internal
596115220184			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Mar, 2025 04:00:59 PM	03 Mar, 2025 09:16:30 PM	03 Mar, 2025 02:48:36 PM	0:04:41		Internal
596115220184			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Mar, 2025 04:00:59 PM	03 Mar, 2025 09:16:30 PM	03 Mar, 2025 02:48:36 PM	0:04:41		Internal
596115220184			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Mar, 2025 04:00:59 PM	03 Mar, 2025 09:16:30 PM	03 Mar, 2025 02:48:36 PM	0:04:41		Internal
596115220184			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Mar, 2025 04:00:59 PM	03 Mar, 2025 09:16:30 PM	03 Mar, 2025 02:48:36 PM	0:04:41		Internal
596115220184			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Mar, 2025 04:00:59 PM	03 Mar, 2025 09:16:30 PM	03 Mar, 2025 02:48:36 PM	0:04:41		Internal
596115220184			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Mar, 2025 04:00:59 PM	03 Mar, 2025 09:16:30 PM	03 Mar, 2025 02:48:36 PM	0:04:41		Internal
596115220184			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Mar, 2025 04:00:59 PM	03 Mar, 2025 09:16:30 PM	03 Mar, 2025 02:48:36 PM	0:04:41		Internal
596115220184			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Mar, 2025 04:00:59 PM	03 Mar, 2025 09:16:30 PM	03 Mar, 2025 02:48:36 PM	0:04:41		Internal
596115220184			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Mar, 2025 04:00:59 PM	03 Mar, 2025 09:16:30 PM	03 Mar, 2025 02:48:36 PM	0:04:41		Internal
596115220184			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Mar, 2025 04:00:59 PM	03 Mar, 2025 09:16:30 PM	03 Mar, 2025 02:48:36 PM	0:04:41		Internal
596115220184			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Mar, 2025 04:00:59 PM	03 Mar, 2025 09:16:30 PM	03 Mar, 2025 02:48:36 PM	0:04:41		Internal
596115220184			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Mar, 2025 04:00:59 PM	03 Mar, 2025 09:16:30 PM	03 Mar, 2025 02:48:36 PM	0:04:41		Internal
596115220184			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Mar, 2025 04:00:59 PM	03 Mar, 2025 09:16:30 PM	03 Mar, 2025 02:48:36 PM	0:04:41		Internal
596115220184			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Mar, 2025 04:00:59 PM	03 Mar, 2025 09:16:30 PM	03 Mar, 2025 02:48:36 PM	0:04:41		Internal
596115220184			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Mar, 2025 04:00:59 PM	03 Mar, 2025 09:16:30 PM	03 Mar, 2025 02:48:36 PM	0:04:41		Internal
596114938035			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Feb, 2025 05:01:24 PM	03 Mar, 2025 10:46:42 PM	28 Feb, 2025 02:45:48 PM	0:04:14		Internal
596114938035			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Feb, 2025 05:01:24 PM	03 Mar, 2025 10:46:42 PM	28 Feb, 2025 02:45:48 PM	0:04:14		Internal
596114938035			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Feb, 2025 05:01:24 PM	03 Mar, 2025 10:46:42 PM	28 Feb, 2025 02:45:48 PM	0:04:14		Internal
596114938035			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Feb, 2025 05:01:24 PM	03 Mar, 2025 10:46:42 PM	28 Feb, 2025 02:45:48 PM	0:04:14		Internal
596114938035			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Feb, 2025 05:01:24 PM	03 Mar, 2025 10:46:42 PM	28 Feb, 2025 02:45:48 PM	0:04:14		Internal
596114938035			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Feb, 2025 05:01:24 PM	03 Mar, 2025 10:46:42 PM	28 Feb, 2025 02:45:48 PM	0:04:14		Internal
596114938035			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Feb, 2025 05:01:24 PM	03 Mar, 2025 10:46:42 PM	28 Feb, 2025 02:45:48 PM	0:04:14		Internal
596114938035			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Feb, 2025 05:01:24 PM	03 Mar, 2025 10:46:42 PM	28 Feb, 2025 02:45:48 PM	0:04:14		Internal
596114938035			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Feb, 2025 05:01:24 PM	03 Mar, 2025 10:46:42 PM	28 Feb, 2025 02:45:48 PM	0:04:14		Internal
596114938035			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Feb, 2025 05:01:24 PM	03 Mar, 2025 10:46:42 PM	28 Feb, 2025 02:45:48 PM	0:04:14		Internal
596114938035			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Feb, 2025 05:01:24 PM	03 Mar, 2025 10:46:42 PM	28 Feb, 2025 02:45:48 PM	0:04:14		Internal
596114938035			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Feb, 2025 05:01:24 PM	03 Mar, 2025 10:46:42 PM	28 Feb, 2025 02:45:48 PM	0:04:14		Internal
596114938035			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Feb, 2025 05:01:24 PM	03 Mar, 2025 10:46:42 PM	28 Feb, 2025 02:45:48 PM	0:04:14		Internal
596114938035			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Feb, 2025 05:01:24 PM	03 Mar, 2025 10:46:42 PM	28 Feb, 2025 02:45:48 PM	0:04:14		Internal
596114938035			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Feb, 2025 05:01:24 PM	03 Mar, 2025 10:46:42 PM	28 Feb, 2025 02:45:48 PM	0:04:14		Internal
596114938035			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Feb, 2025 05:01:24 PM	03 Mar, 2025 10:46:42 PM	28 Feb, 2025 02:45:48 PM	0:04:14		Internal
596114938035			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Feb, 2025 05:01:24 PM	03 Mar, 2025 10:46:42 PM	28 Feb, 2025 02:45:48 PM	0:04:14		Internal
596114938035			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Feb, 2025 05:01:24 PM	03 Mar, 2025 10:46:42 PM	28 Feb, 2025 02:45:48 PM	0:04:14		Internal
596114938035			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Feb, 2025 05:01:24 PM	03 Mar, 2025 10:46:42 PM	28 Feb, 2025 02:45:48 PM	0:04:14		Internal
596114938035			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Feb, 2025 05:01:24 PM	03 Mar, 2025 10:46:42 PM	28 Feb, 2025 02:45:48 PM	0:04:14		Internal
596114938035			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Feb, 2025 05:01:24 PM	03 Mar, 2025 10:46:42 PM	28 Feb, 2025 02:45:48 PM	0:04:14		Internal
596114938035			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Feb, 2025 05:01:24 PM	03 Mar, 2025 10:46:42 PM	28 Feb, 2025 02:45:48 PM	0:04:14		Internal
596114938035			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		28 Feb, 2025 05:01:24 PM	03 Mar, 2025 10:46:42 PM	28 Feb, 2025 02:45:48 PM	0:04:14		Internal
596114938035			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Feb, 2025 05:01:24 PM	03 Mar, 2025 10:46:42 PM	28 Feb, 2025 02:45:48 PM	0:04:14		Internal
596114938035			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Feb, 2025 05:01:24 PM	03 Mar, 2025 10:46:42 PM	28 Feb, 2025 02:45:48 PM	0:04:14		Internal
596114938035			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Feb, 2025 05:01:24 PM	03 Mar, 2025 10:46:42 PM	28 Feb, 2025 02:45:48 PM	0:04:14		Internal
596115234563			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Mar, 2025 04:00:57 PM	04 Mar, 2025 12:12:01 PM	03 Mar, 2025 03:51:37 PM	0:04:03		Internal
596115234563			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Mar, 2025 04:00:57 PM	04 Mar, 2025 12:12:01 PM	03 Mar, 2025 03:51:37 PM	0:04:03		Internal

Master Contact		Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596115234563		CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Mar, 2025 04:00:57 PM	04 Mar, 2025 12:12:01 PM	03 Mar, 2025 03:51:37 PM	0:04:03		Internal
596115234563		CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Mar, 2025 04:00:57 PM	04 Mar, 2025 12:12:01 PM	03 Mar, 2025 03:51:37 PM	0:04:03		Internal
596115234563		CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Mar, 2025 04:00:57 PM	04 Mar, 2025 12:12:01 PM	03 Mar, 2025 03:51:37 PM	0:04:03		Internal
596115234563		CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Mar, 2025 04:00:57 PM	04 Mar, 2025 12:12:01 PM	03 Mar, 2025 03:51:37 PM	0:04:03		Internal
596115234563		CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Mar, 2025 04:00:57 PM	04 Mar, 2025 12:12:01 PM	03 Mar, 2025 03:51:37 PM	0:04:03		Internal
596115234563		CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Mar, 2025 04:00:57 PM	04 Mar, 2025 12:12:01 PM	03 Mar, 2025 03:51:37 PM	0:04:03		Internal
596115234563		CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Mar, 2025 04:00:57 PM	04 Mar, 2025 12:12:01 PM	03 Mar, 2025 03:51:37 PM	0:04:03		Internal
596115234563		CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Mar, 2025 04:00:57 PM	04 Mar, 2025 12:12:01 PM	03 Mar, 2025 03:51:37 PM	0:04:03		Internal
596115234563		CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Mar, 2025 04:00:57 PM	04 Mar, 2025 12:12:01 PM	03 Mar, 2025 03:51:37 PM	0:04:03		Internal
596115234563		CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Mar, 2025 04:00:57 PM	04 Mar, 2025 12:12:01 PM	03 Mar, 2025 03:51:37 PM	0:04:03		Internal
596115234563		CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Mar, 2025 04:00:57 PM	04 Mar, 2025 12:12:01 PM	03 Mar, 2025 03:51:37 PM	0:04:03		Internal
596115234563		CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Mar, 2025 04:00:57 PM	04 Mar, 2025 12:12:01 PM	03 Mar, 2025 03:51:37 PM	0:04:03		Internal
596115234563		CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Mar, 2025 04:00:57 PM	04 Mar, 2025 12:12:01 PM	03 Mar, 2025 03:51:37 PM	0:04:03		Internal
596115234563		CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Mar, 2025 04:00:57 PM	04 Mar, 2025 12:12:01 PM	03 Mar, 2025 03:51:37 PM	0:04:03		Internal
596115234563		CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Mar, 2025 04:00:57 PM	04 Mar, 2025 12:12:01 PM	03 Mar, 2025 03:51:37 PM	0:04:03		Internal
596115234563		CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Mar, 2025 04:00:57 PM	04 Mar, 2025 12:12:01 PM	03 Mar, 2025 03:51:37 PM	0:04:03		Internal
596115234563		CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Mar, 2025 04:00:57 PM	04 Mar, 2025 12:12:01 PM	03 Mar, 2025 03:51:37 PM	0:04:03		Internal
596115234563		CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Mar, 2025 04:00:57 PM	04 Mar, 2025 12:12:01 PM	03 Mar, 2025 03:51:37 PM	0:04:03		Internal
596115234563		CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Mar, 2025 04:00:57 PM	04 Mar, 2025 12:12:01 PM	03 Mar, 2025 03:51:37 PM	0:04:03		Internal
596115234563		CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Mar, 2025 04:00:57 PM	04 Mar, 2025 12:12:01 PM	03 Mar, 2025 03:51:37 PM	0:04:03		Internal
596115234563		CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Mar, 2025 04:00:57 PM	04 Mar, 2025 12:12:01 PM	03 Mar, 2025 03:51:37 PM	0:04:03		Internal
596115234563		CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Mar, 2025 04:00:57 PM	04 Mar, 2025 12:12:01 PM	03 Mar, 2025 03:51:37 PM	0:04:03		Internal
596115234563		CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Mar, 2025 04:00:57 PM	04 Mar, 2025 12:12:01 PM	03 Mar, 2025 03:51:37 PM	0:04:03		Internal
596115234563		CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Mar, 2025 04:00:57 PM	04 Mar, 2025 12:12:01 PM	03 Mar, 2025 03:51:37 PM	0:04:03		Internal
596115019297		CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Mar, 2025 02:03:01 PM	04 Mar, 2025 02:11:21 PM	28 Feb, 2025 07:35:03 PM	0:03:42		Internal
596115019297		CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Mar, 2025 02:03:01 PM	04 Mar, 2025 02:11:21 PM	28 Feb, 2025 07:35:03 PM	0:03:42		Internal
596115019297		CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Mar, 2025 02:03:01 PM	04 Mar, 2025 02:11:21 PM	28 Feb, 2025 07:35:03 PM	0:03:42		Internal
596115019297		CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Mar, 2025 02:03:01 PM	04 Mar, 2025 02:11:21 PM	28 Feb, 2025 07:35:03 PM	0:03:42		Internal
596115019297		CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Mar, 2025 02:03:01 PM	04 Mar, 2025 02:11:21 PM	28 Feb, 2025 07:35:03 PM	0:03:42		Internal
596115019297		CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Mar, 2025 02:03:01 PM	04 Mar, 2025 02:11:21 PM	28 Feb, 2025 07:35:03 PM	0:03:42		Internal
596115019297		CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Mar, 2025 02:03:01 PM	04 Mar, 2025 02:11:21 PM	28 Feb, 2025 07:35:03 PM	0:03:42		Internal
596115019297		CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Mar, 2025 02:03:01 PM	04 Mar, 2025 02:11:21 PM	28 Feb, 2025 07:35:03 PM	0:03:42		Internal
596115019297		CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Mar, 2025 02:03:01 PM	04 Mar, 2025 02:11:21 PM	28 Feb, 2025 07:35:03 PM	0:03:42		Internal
596115019297		CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Mar, 2025 02:03:01 PM	04 Mar, 2025 02:11:21 PM	28 Feb, 2025 07:35:03 PM	0:03:42		Internal
596115019297		CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Mar, 2025 02:03:01 PM	04 Mar, 2025 02:11:21 PM	28 Feb, 2025 07:35:03 PM	0:03:42		Internal
596115019297		CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Mar, 2025 02:03:01 PM	04 Mar, 2025 02:11:21 PM	28 Feb, 2025 07:35:03 PM	0:03:42		Internal
596115019297		CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Mar, 2025 02:03:01 PM	04 Mar, 2025 02:11:21 PM	28 Feb, 2025 07:35:03 PM	0:03:42		Internal
596115019297		CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Mar, 2025 02:03:01 PM	04 Mar, 2025 02:11:21 PM	28 Feb, 2025 07:35:03 PM	0:03:42		Internal

Master Contact	[redacted]	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Ty	[redacted]	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596115019297		CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Mar, 2025 02:03:01 PM	04 Mar, 2025 02:11:21 PM	28 Feb, 2025 07:35:03 PM	0:03:42		Internal
596115019297		CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Mar, 2025 02:03:01 PM	04 Mar, 2025 02:11:21 PM	28 Feb, 2025 07:35:03 PM	0:03:42		Internal
596115019297		CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Mar, 2025 02:03:01 PM	04 Mar, 2025 02:11:21 PM	28 Feb, 2025 07:35:03 PM	0:03:42		Internal
596115019297		CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Mar, 2025 02:03:01 PM	04 Mar, 2025 02:11:21 PM	28 Feb, 2025 07:35:03 PM	0:03:42		Internal
596115019297		CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Mar, 2025 02:03:01 PM	04 Mar, 2025 02:11:21 PM	28 Feb, 2025 07:35:03 PM	0:03:42		Internal
596115019297		CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Mar, 2025 02:03:01 PM	04 Mar, 2025 02:11:21 PM	28 Feb, 2025 07:35:03 PM	0:03:42		Internal
596115019297		CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Mar, 2025 02:03:01 PM	04 Mar, 2025 02:11:21 PM	28 Feb, 2025 07:35:03 PM	0:03:42		Internal
596115019297		CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Mar, 2025 02:03:01 PM	04 Mar, 2025 02:11:21 PM	28 Feb, 2025 07:35:03 PM	0:03:42		Internal
596115019297		CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		04 Mar, 2025 02:03:01 PM	04 Mar, 2025 02:11:21 PM	28 Feb, 2025 07:35:03 PM	0:03:42		Internal
596115019297		CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Mar, 2025 02:03:01 PM	04 Mar, 2025 02:11:21 PM	28 Feb, 2025 07:35:03 PM	0:03:42		Internal
596115019297		CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Mar, 2025 02:03:01 PM	04 Mar, 2025 02:11:21 PM	28 Feb, 2025 07:35:03 PM	0:03:42		Internal
596115019297		CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Mar, 2025 02:03:01 PM	04 Mar, 2025 02:11:21 PM	28 Feb, 2025 07:35:03 PM	0:03:42		Internal
596115102234		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Mar, 2025 02:36:51 PM	04 Mar, 2025 02:40:17 PM	01 Mar, 2025 02:50:11 PM	0:03:08		Internal
596115102234		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Mar, 2025 02:36:51 PM	04 Mar, 2025 02:40:17 PM	01 Mar, 2025 02:50:11 PM	0:03:08		Internal
596115102234		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Mar, 2025 02:36:51 PM	04 Mar, 2025 02:40:17 PM	01 Mar, 2025 02:50:11 PM	0:03:08		Internal
596115102234		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Mar, 2025 02:36:51 PM	04 Mar, 2025 02:40:17 PM	01 Mar, 2025 02:50:11 PM	0:03:08		Internal
596115102234		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Mar, 2025 02:36:51 PM	04 Mar, 2025 02:40:17 PM	01 Mar, 2025 02:50:11 PM	0:03:08		Internal
596115102234		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Mar, 2025 02:36:51 PM	04 Mar, 2025 02:40:17 PM	01 Mar, 2025 02:50:11 PM	0:03:08		Internal
596115102234		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Mar, 2025 02:36:51 PM	04 Mar, 2025 02:40:17 PM	01 Mar, 2025 02:50:11 PM	0:03:08		Internal
596115102234		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Mar, 2025 02:36:51 PM	04 Mar, 2025 02:40:17 PM	01 Mar, 2025 02:50:11 PM	0:03:08		Internal
596115102234		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Mar, 2025 02:36:51 PM	04 Mar, 2025 02:40:17 PM	01 Mar, 2025 02:50:11 PM	0:03:08		Internal
596115102234		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Mar, 2025 02:36:51 PM	04 Mar, 2025 02:40:17 PM	01 Mar, 2025 02:50:11 PM	0:03:08		Internal
596115102234		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Mar, 2025 02:36:51 PM	04 Mar, 2025 02:40:17 PM	01 Mar, 2025 02:50:11 PM	0:03:08		Internal
596115102234		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Mar, 2025 02:36:51 PM	04 Mar, 2025 02:40:17 PM	01 Mar, 2025 02:50:11 PM	0:03:08		Internal
596115102234		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Mar, 2025 02:36:51 PM	04 Mar, 2025 02:40:17 PM	01 Mar, 2025 02:50:11 PM	0:03:08		Internal
596115102234		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Mar, 2025 02:36:51 PM	04 Mar, 2025 02:40:17 PM	01 Mar, 2025 02:50:11 PM	0:03:08		Internal
596115102234		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Mar, 2025 02:36:51 PM	04 Mar, 2025 02:40:17 PM	01 Mar, 2025 02:50:11 PM	0:03:08		Internal
596115102234		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Mar, 2025 02:36:51 PM	04 Mar, 2025 02:40:17 PM	01 Mar, 2025 02:50:11 PM	0:03:08		Internal
596115102234		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Mar, 2025 02:36:51 PM	04 Mar, 2025 02:40:17 PM	01 Mar, 2025 02:50:11 PM	0:03:08		Internal
596115102234		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Mar, 2025 02:36:51 PM	04 Mar, 2025 02:40:17 PM	01 Mar, 2025 02:50:11 PM	0:03:08		Internal
596115102234		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Mar, 2025 02:36:51 PM	04 Mar, 2025 02:40:17 PM	01 Mar, 2025 02:50:11 PM	0:03:08		Internal
596115102234		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Mar, 2025 02:36:51 PM	04 Mar, 2025 02:40:17 PM	01 Mar, 2025 02:50:11 PM	0:03:08		Internal
596115102234		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Mar, 2025 02:36:51 PM	04 Mar, 2025 02:40:17 PM	01 Mar, 2025 02:50:11 PM	0:03:08		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596115102234	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	[redacted]	04 Mar, 2025 02:36:51 PM	04 Mar, 2025 02:40:17 PM	01 Mar, 2025 02:50:11 PM	0:03:08		Internal
596115102234			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		04 Mar, 2025 02:36:51 PM	04 Mar, 2025 02:40:17 PM	01 Mar, 2025 02:50:11 PM	0:03:08		Internal
596115102234			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Mar, 2025 02:36:51 PM	04 Mar, 2025 02:40:17 PM	01 Mar, 2025 02:50:11 PM	0:03:08		Internal
596115102234			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Mar, 2025 02:36:51 PM	04 Mar, 2025 02:40:17 PM	01 Mar, 2025 02:50:11 PM	0:03:08		Internal
596115102234			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Mar, 2025 02:36:51 PM	04 Mar, 2025 02:40:17 PM	01 Mar, 2025 02:50:11 PM	0:03:08		Internal
596114871217			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Mar, 2025 02:47:51 PM	04 Mar, 2025 02:54:02 PM	27 Feb, 2025 08:46:21 PM	0:03:26		Internal
596114871217			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Mar, 2025 02:47:51 PM	04 Mar, 2025 02:54:02 PM	27 Feb, 2025 08:46:21 PM	0:03:26		Internal
596114871217			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Mar, 2025 02:47:51 PM	04 Mar, 2025 02:54:02 PM	27 Feb, 2025 08:46:21 PM	0:03:26		Internal
596114871217			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Mar, 2025 02:47:51 PM	04 Mar, 2025 02:54:02 PM	27 Feb, 2025 08:46:21 PM	0:03:26		Internal
596114871217			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Mar, 2025 02:47:51 PM	04 Mar, 2025 02:54:02 PM	27 Feb, 2025 08:46:21 PM	0:03:26		Internal
596114871217			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Mar, 2025 02:47:51 PM	04 Mar, 2025 02:54:02 PM	27 Feb, 2025 08:46:21 PM	0:03:26		Internal
596114871217			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Mar, 2025 02:47:51 PM	04 Mar, 2025 02:54:02 PM	27 Feb, 2025 08:46:21 PM	0:03:26		Internal
596114871217			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Mar, 2025 02:47:51 PM	04 Mar, 2025 02:54:02 PM	27 Feb, 2025 08:46:21 PM	0:03:26		Internal
596114871217			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Mar, 2025 02:47:51 PM	04 Mar, 2025 02:54:02 PM	27 Feb, 2025 08:46:21 PM	0:03:26		Internal
596114871217			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Mar, 2025 02:47:51 PM	04 Mar, 2025 02:54:02 PM	27 Feb, 2025 08:46:21 PM	0:03:26		Internal
596114871217			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Mar, 2025 02:47:51 PM	04 Mar, 2025 02:54:02 PM	27 Feb, 2025 08:46:21 PM	0:03:26		Internal
596114871217			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Mar, 2025 02:47:51 PM	04 Mar, 2025 02:54:02 PM	27 Feb, 2025 08:46:21 PM	0:03:26		Internal
596114871217			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Mar, 2025 02:47:51 PM	04 Mar, 2025 02:54:02 PM	27 Feb, 2025 08:46:21 PM	0:03:26		Internal
596114871217			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Mar, 2025 02:47:51 PM	04 Mar, 2025 02:54:02 PM	27 Feb, 2025 08:46:21 PM	0:03:26		Internal
596114871217			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Mar, 2025 02:47:51 PM	04 Mar, 2025 02:54:02 PM	27 Feb, 2025 08:46:21 PM	0:03:26		Internal
596114871217			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Mar, 2025 02:47:51 PM	04 Mar, 2025 02:54:02 PM	27 Feb, 2025 08:46:21 PM	0:03:26		Internal
596114871217			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Mar, 2025 02:47:51 PM	04 Mar, 2025 02:54:02 PM	27 Feb, 2025 08:46:21 PM	0:03:26		Internal
596114871217			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Mar, 2025 02:47:51 PM	04 Mar, 2025 02:54:02 PM	27 Feb, 2025 08:46:21 PM	0:03:26		Internal
596114871217			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Mar, 2025 02:47:51 PM	04 Mar, 2025 02:54:02 PM	27 Feb, 2025 08:46:21 PM	0:03:26		Internal
596114871217			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Mar, 2025 02:47:51 PM	04 Mar, 2025 02:54:02 PM	27 Feb, 2025 08:46:21 PM	0:03:26		Internal
596114871217			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Mar, 2025 02:47:51 PM	04 Mar, 2025 02:54:02 PM	27 Feb, 2025 08:46:21 PM	0:03:26		Internal
596114871217			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Mar, 2025 02:47:51 PM	04 Mar, 2025 02:54:02 PM	27 Feb, 2025 08:46:21 PM	0:03:26		Internal
596114871217			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		04 Mar, 2025 02:47:51 PM	04 Mar, 2025 02:54:02 PM	27 Feb, 2025 08:46:21 PM	0:03:26		Internal
596114871217			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Mar, 2025 02:47:51 PM	04 Mar, 2025 02:54:02 PM	27 Feb, 2025 08:46:21 PM	0:03:26		Internal
596114871217			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Mar, 2025 02:47:51 PM	04 Mar, 2025 02:54:02 PM	27 Feb, 2025 08:46:21 PM	0:03:26		Internal
596114871217			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Mar, 2025 02:47:51 PM	04 Mar, 2025 02:54:02 PM	27 Feb, 2025 08:46:21 PM	0:03:26		Internal
596115201006			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Mar, 2025 12:30:48 PM	04 Mar, 2025 03:27:12 PM	03 Mar, 2025 01:54:27 PM	0:04:30		Internal
596115201006			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Mar, 2025 12:30:48 PM	04 Mar, 2025 03:27:12 PM	03 Mar, 2025 01:54:27 PM	0:04:30		Internal
596115201006			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Mar, 2025 12:30:48 PM	04 Mar, 2025 03:27:12 PM	03 Mar, 2025 01:54:27 PM	0:04:30		Internal
596115201006			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Mar, 2025 12:30:48 PM	04 Mar, 2025 03:27:12 PM	03 Mar, 2025 01:54:27 PM	0:04:30		Internal
596115201006			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Mar, 2025 12:30:48 PM	04 Mar, 2025 03:27:12 PM	03 Mar, 2025 01:54:27 PM	0:04:30		Internal
596115201006			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Mar, 2025 12:30:48 PM	04 Mar, 2025 03:27:12 PM	03 Mar, 2025 01:54:27 PM	0:04:30		Internal
596115201006			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Mar, 2025 12:30:48 PM	04 Mar, 2025 03:27:12 PM	03 Mar, 2025 01:54:27 PM	0:04:30		Internal
596115201006			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Mar, 2025 12:30:48 PM	04 Mar, 2025 03:27:12 PM	03 Mar, 2025 01:54:27 PM	0:04:30		Internal
596115201006			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Mar, 2025 12:30:48 PM	04 Mar, 2025 03:27:12 PM	03 Mar, 2025 01:54:27 PM	0:04:30		Internal
596115201006			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Mar, 2025 12:30:48 PM	04 Mar, 2025 03:27:12 PM	03 Mar, 2025 01:54:27 PM	0:04:30		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596115201006	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	04 Mar, 2025 12:30:48 PM	04 Mar, 2025 03:27:12 PM	03 Mar, 2025 01:54:27 PM	0:04:30		Internal
596115201006			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Mar, 2025 12:30:48 PM	04 Mar, 2025 03:27:12 PM	03 Mar, 2025 01:54:27 PM	0:04:30		Internal
596115201006			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Mar, 2025 12:30:48 PM	04 Mar, 2025 03:27:12 PM	03 Mar, 2025 01:54:27 PM	0:04:30		Internal
596115201006			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Mar, 2025 12:30:48 PM	04 Mar, 2025 03:27:12 PM	03 Mar, 2025 01:54:27 PM	0:04:30		Internal
596115201006			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Mar, 2025 12:30:48 PM	04 Mar, 2025 03:27:12 PM	03 Mar, 2025 01:54:27 PM	0:04:30		Internal
596115201006			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Mar, 2025 12:30:48 PM	04 Mar, 2025 03:27:12 PM	03 Mar, 2025 01:54:27 PM	0:04:30		Internal
596115201006			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Mar, 2025 12:30:48 PM	04 Mar, 2025 03:27:12 PM	03 Mar, 2025 01:54:27 PM	0:04:30		Internal
596115201006			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Mar, 2025 12:30:48 PM	04 Mar, 2025 03:27:12 PM	03 Mar, 2025 01:54:27 PM	0:04:30		Internal
596115201006			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Mar, 2025 12:30:48 PM	04 Mar, 2025 03:27:12 PM	03 Mar, 2025 01:54:27 PM	0:04:30		Internal
596115201006			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Mar, 2025 12:30:48 PM	04 Mar, 2025 03:27:12 PM	03 Mar, 2025 01:54:27 PM	0:04:30		Internal
596115201006			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Mar, 2025 12:30:48 PM	04 Mar, 2025 03:27:12 PM	03 Mar, 2025 01:54:27 PM	0:04:30		Internal
596115201006			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Mar, 2025 12:30:48 PM	04 Mar, 2025 03:27:12 PM	03 Mar, 2025 01:54:27 PM	0:04:30		Internal
596115201006			CTE_Res_FT		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		04 Mar, 2025 12:30:48 PM	04 Mar, 2025 03:27:12 PM	03 Mar, 2025 01:54:27 PM	0:04:30		Internal
596115201006			CTE_Res_FT		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Mar, 2025 12:30:48 PM	04 Mar, 2025 03:27:12 PM	03 Mar, 2025 01:54:27 PM	0:04:30		Internal
596115201006			CTE_Res_FT		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Mar, 2025 12:30:48 PM	04 Mar, 2025 03:27:12 PM	03 Mar, 2025 01:54:27 PM	0:04:30		Internal
596115201006			CTE_Res_FT		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Mar, 2025 12:30:48 PM	04 Mar, 2025 03:27:12 PM	03 Mar, 2025 01:54:27 PM	0:04:30		Internal
596115146963			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Mar, 2025 07:00:22 PM	04 Mar, 2025 03:48:54 PM	02 Mar, 2025 06:43:51 PM	0:02:52		Internal
596115146963			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Mar, 2025 07:00:22 PM	04 Mar, 2025 03:48:54 PM	02 Mar, 2025 06:43:51 PM	0:02:52		Internal
596115146963			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Mar, 2025 07:00:22 PM	04 Mar, 2025 03:48:54 PM	02 Mar, 2025 06:43:51 PM	0:02:52		Internal
596115146963			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Mar, 2025 07:00:22 PM	04 Mar, 2025 03:48:54 PM	02 Mar, 2025 06:43:51 PM	0:02:52		Internal
596115146963			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Mar, 2025 07:00:22 PM	04 Mar, 2025 03:48:54 PM	02 Mar, 2025 06:43:51 PM	0:02:52		Internal
596115146963			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Mar, 2025 07:00:22 PM	04 Mar, 2025 03:48:54 PM	02 Mar, 2025 06:43:51 PM	0:02:52		Internal
596115146963			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Mar, 2025 07:00:22 PM	04 Mar, 2025 03:48:54 PM	02 Mar, 2025 06:43:51 PM	0:02:52		Internal
596115146963			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Mar, 2025 07:00:22 PM	04 Mar, 2025 03:48:54 PM	02 Mar, 2025 06:43:51 PM	0:02:52		Internal
596115146963			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Mar, 2025 07:00:22 PM	04 Mar, 2025 03:48:54 PM	02 Mar, 2025 06:43:51 PM	0:02:52		Internal
596115146963			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Mar, 2025 07:00:22 PM	04 Mar, 2025 03:48:54 PM	02 Mar, 2025 06:43:51 PM	0:02:52		Internal
596115146963			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Mar, 2025 07:00:22 PM	04 Mar, 2025 03:48:54 PM	02 Mar, 2025 06:43:51 PM	0:02:52		Internal
596115146963			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Mar, 2025 07:00:22 PM	04 Mar, 2025 03:48:54 PM	02 Mar, 2025 06:43:51 PM	0:02:52		Internal
596115146963			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Mar, 2025 07:00:22 PM	04 Mar, 2025 03:48:54 PM	02 Mar, 2025 06:43:51 PM	0:02:52		Internal
596115146963			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Mar, 2025 07:00:22 PM	04 Mar, 2025 03:48:54 PM	02 Mar, 2025 06:43:51 PM	0:02:52		Internal
596115146963			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Mar, 2025 07:00:22 PM	04 Mar, 2025 03:48:54 PM	02 Mar, 2025 06:43:51 PM	0:02:52		Internal
596115146963			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Mar, 2025 07:00:22 PM	04 Mar, 2025 03:48:54 PM	02 Mar, 2025 06:43:51 PM	0:02:52		Internal
596115146963			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Mar, 2025 07:00:22 PM	04 Mar, 2025 03:48:54 PM	02 Mar, 2025 06:43:51 PM	0:02:52		Internal
596115146963			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Mar, 2025 07:00:22 PM	04 Mar, 2025 03:48:54 PM	02 Mar, 2025 06:43:51 PM	0:02:52		Internal
596115146963			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Mar, 2025 07:00:22 PM	04 Mar, 2025 03:48:54 PM	02 Mar, 2025 06:43:51 PM	0:02:52		Internal
596115146963			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Mar, 2025 07:00:22 PM	04 Mar, 2025 03:48:54 PM	02 Mar, 2025 06:43:51 PM	0:02:52		Internal
596115146963			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Mar, 2025 07:00:22 PM	04 Mar, 2025 03:48:54 PM	02 Mar, 2025 06:43:51 PM	0:02:52		Internal
596115146963			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Mar, 2025 07:00:22 PM	04 Mar, 2025 03:48:54 PM	02 Mar, 2025 06:43:51 PM	0:02:52		Internal
596115146963			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		02 Mar, 2025 07:00:22 PM	04 Mar, 2025 03:48:54 PM	02 Mar, 2025 06:43:51 PM	0:02:52		Internal
596115146963			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Mar, 2025 07:00:22 PM	04 Mar, 2025 03:48:54 PM	02 Mar, 2025 06:43:51 PM	0:02:52		Internal
596115146963			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Mar, 2025 07:00:22 PM	04 Mar, 2025 03:48:54 PM	02 Mar, 2025 06:43:51 PM	0:02:52		Internal
596115146963			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Mar, 2025 07:00:22 PM	04 Mar, 2025 03:48:54 PM	02 Mar, 2025 06:43:51 PM	0:02:52		Internal
596115199006			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Mar, 2025 03:26:17 PM	04 Mar, 2025 04:01:41 PM	03 Mar, 2025 01:47:39 PM	0:02:06		Internal
596115199006			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Mar, 2025 03:26:17 PM	04 Mar, 2025 04:01:41 PM	03 Mar, 2025 01:47:39 PM	0:02:06		Internal
596115199006			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Mar, 2025 03:26:17 PM	04 Mar, 2025 04:01:41 PM	03 Mar, 2025 01:47:39 PM	0:02:06		Internal
596115199006			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Mar, 2025 03:26:17 PM	04 Mar, 2025 04:01:41 PM	03 Mar, 2025 01:47:39 PM	0:02:06		Internal
596115199006			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Mar, 2025 03:26:17 PM	04 Mar, 2025 04:01:41 PM	03 Mar, 2025 01:47:39 PM	0:02:06		Internal
596115199006			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Mar, 2025 03:26:17 PM	04 Mar, 2025 04:01:41 PM	03 Mar, 2025 01:47:39 PM	0:02:06		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596115199006	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	04 Mar, 2025 03:26:17 PM	04 Mar, 2025 04:01:41 PM	03 Mar, 2025 01:47:39 PM	0:02:06		Internal
596115199006			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Mar, 2025 03:26:17 PM	04 Mar, 2025 04:01:41 PM	03 Mar, 2025 01:47:39 PM	0:02:06		Internal
596115199006			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Mar, 2025 03:26:17 PM	04 Mar, 2025 04:01:41 PM	03 Mar, 2025 01:47:39 PM	0:02:06		Internal
596115199006			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Mar, 2025 03:26:17 PM	04 Mar, 2025 04:01:41 PM	03 Mar, 2025 01:47:39 PM	0:02:06		Internal
596115199006			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Mar, 2025 03:26:17 PM	04 Mar, 2025 04:01:41 PM	03 Mar, 2025 01:47:39 PM	0:02:06		Internal
596115199006			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Mar, 2025 03:26:17 PM	04 Mar, 2025 04:01:41 PM	03 Mar, 2025 01:47:39 PM	0:02:06		Internal
596115199006			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Mar, 2025 03:26:17 PM	04 Mar, 2025 04:01:41 PM	03 Mar, 2025 01:47:39 PM	0:02:06		Internal
596115199006			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Mar, 2025 03:26:17 PM	04 Mar, 2025 04:01:41 PM	03 Mar, 2025 01:47:39 PM	0:02:06		Internal
596115199006			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Mar, 2025 03:26:17 PM	04 Mar, 2025 04:01:41 PM	03 Mar, 2025 01:47:39 PM	0:02:06		Internal
596115199006			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Mar, 2025 03:26:17 PM	04 Mar, 2025 04:01:41 PM	03 Mar, 2025 01:47:39 PM	0:02:06		Internal
596115199006			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Mar, 2025 03:26:17 PM	04 Mar, 2025 04:01:41 PM	03 Mar, 2025 01:47:39 PM	0:02:06		Internal
596115199006			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Mar, 2025 03:26:17 PM	04 Mar, 2025 04:01:41 PM	03 Mar, 2025 01:47:39 PM	0:02:06		Internal
596115199006			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Mar, 2025 03:26:17 PM	04 Mar, 2025 04:01:41 PM	03 Mar, 2025 01:47:39 PM	0:02:06		Internal
596115199006			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Mar, 2025 03:26:17 PM	04 Mar, 2025 04:01:41 PM	03 Mar, 2025 01:47:39 PM	0:02:06		Internal
596115199006			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Mar, 2025 03:26:17 PM	04 Mar, 2025 04:01:41 PM	03 Mar, 2025 01:47:39 PM	0:02:06		Internal
596115199006			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Mar, 2025 03:26:17 PM	04 Mar, 2025 04:01:41 PM	03 Mar, 2025 01:47:39 PM	0:02:06		Internal
596115199006			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		04 Mar, 2025 03:26:17 PM	04 Mar, 2025 04:01:41 PM	03 Mar, 2025 01:47:39 PM	0:02:06		Internal
596115199006			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Mar, 2025 03:26:17 PM	04 Mar, 2025 04:01:41 PM	03 Mar, 2025 01:47:39 PM	0:02:06		Internal
596115199006			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Mar, 2025 03:26:17 PM	04 Mar, 2025 04:01:41 PM	03 Mar, 2025 01:47:39 PM	0:02:06		Internal
596115199006			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Mar, 2025 03:26:17 PM	04 Mar, 2025 04:01:41 PM	03 Mar, 2025 01:47:39 PM	0:02:06		Internal
596115233529			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Mar, 2025 09:44:24 PM	04 Mar, 2025 04:41:48 PM	03 Mar, 2025 03:24:15 PM	0:02:13		Internal
596115233529			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Mar, 2025 09:44:24 PM	04 Mar, 2025 04:41:48 PM	03 Mar, 2025 03:24:15 PM	0:02:13		Internal
596115233529			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Mar, 2025 09:44:24 PM	04 Mar, 2025 04:41:48 PM	03 Mar, 2025 03:24:15 PM	0:02:13		Internal
596115233529			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Mar, 2025 09:44:24 PM	04 Mar, 2025 04:41:48 PM	03 Mar, 2025 03:24:15 PM	0:02:13		Internal
596115233529			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Mar, 2025 09:44:24 PM	04 Mar, 2025 04:41:48 PM	03 Mar, 2025 03:24:15 PM	0:02:13		Internal
596115233529			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Mar, 2025 09:44:24 PM	04 Mar, 2025 04:41:48 PM	03 Mar, 2025 03:24:15 PM	0:02:13		Internal
596115233529			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Mar, 2025 09:44:24 PM	04 Mar, 2025 04:41:48 PM	03 Mar, 2025 03:24:15 PM	0:02:13		Internal
596115233529			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Mar, 2025 09:44:24 PM	04 Mar, 2025 04:41:48 PM	03 Mar, 2025 03:24:15 PM	0:02:13		Internal
596115233529			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Mar, 2025 09:44:24 PM	04 Mar, 2025 04:41:48 PM	03 Mar, 2025 03:24:15 PM	0:02:13		Internal
596115233529			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Mar, 2025 09:44:24 PM	04 Mar, 2025 04:41:48 PM	03 Mar, 2025 03:24:15 PM	0:02:13		Internal
596115233529			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Mar, 2025 09:44:24 PM	04 Mar, 2025 04:41:48 PM	03 Mar, 2025 03:24:15 PM	0:02:13		Internal
596115233529			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Mar, 2025 09:44:24 PM	04 Mar, 2025 04:41:48 PM	03 Mar, 2025 03:24:15 PM	0:02:13		Internal
596115233529			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Mar, 2025 09:44:24 PM	04 Mar, 2025 04:41:48 PM	03 Mar, 2025 03:24:15 PM	0:02:13		Internal
596115233529			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Mar, 2025 09:44:24 PM	04 Mar, 2025 04:41:48 PM	03 Mar, 2025 03:24:15 PM	0:02:13		Internal
596115233529			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Mar, 2025 09:44:24 PM	04 Mar, 2025 04:41:48 PM	03 Mar, 2025 03:24:15 PM	0:02:13		Internal
596115233529			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Mar, 2025 09:44:24 PM	04 Mar, 2025 04:41:48 PM	03 Mar, 2025 03:24:15 PM	0:02:13		Internal
596115233529			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Mar, 2025 09:44:24 PM	04 Mar, 2025 04:41:48 PM	03 Mar, 2025 03:24:15 PM	0:02:13		Internal
596115233529			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Mar, 2025 09:44:24 PM	04 Mar, 2025 04:41:48 PM	03 Mar, 2025 03:24:15 PM	0:02:13		Internal

Master Contact		Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596115233529		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Mar, 2025 09:44:24 PM	04 Mar, 2025 04:41:48 PM	03 Mar, 2025 03:24:15 PM	0:02:13		Internal
596115233529		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Mar, 2025 09:44:24 PM	04 Mar, 2025 04:41:48 PM	03 Mar, 2025 03:24:15 PM	0:02:13		Internal
596115233529		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Mar, 2025 09:44:24 PM	04 Mar, 2025 04:41:48 PM	03 Mar, 2025 03:24:15 PM	0:02:13		Internal
596115233529		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Mar, 2025 09:44:24 PM	04 Mar, 2025 04:41:48 PM	03 Mar, 2025 03:24:15 PM	0:02:13		Internal
596115233529		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Mar, 2025 09:44:24 PM	04 Mar, 2025 04:41:48 PM	03 Mar, 2025 03:24:15 PM	0:02:13		Internal
596115233529		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Mar, 2025 09:44:24 PM	04 Mar, 2025 04:41:48 PM	03 Mar, 2025 03:24:15 PM	0:02:13		Internal
596115233529		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Mar, 2025 09:44:24 PM	04 Mar, 2025 04:41:48 PM	03 Mar, 2025 03:24:15 PM	0:02:13		Internal
596115233529		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Mar, 2025 09:44:24 PM	04 Mar, 2025 04:41:48 PM	03 Mar, 2025 03:24:15 PM	0:02:13		Internal
596114813439		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Mar, 2025 05:22:23 PM	04 Mar, 2025 05:31:20 PM	27 Feb, 2025 05:19:33 PM	0:04:31		Internal
596114813439		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Mar, 2025 05:22:23 PM	04 Mar, 2025 05:31:20 PM	27 Feb, 2025 05:19:33 PM	0:04:31		Internal
596114813439		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Mar, 2025 05:22:23 PM	04 Mar, 2025 05:31:20 PM	27 Feb, 2025 05:19:33 PM	0:04:31		Internal
596114813439		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Mar, 2025 05:22:23 PM	04 Mar, 2025 05:31:20 PM	27 Feb, 2025 05:19:33 PM	0:04:31		Internal
596114813439		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Mar, 2025 05:22:23 PM	04 Mar, 2025 05:31:20 PM	27 Feb, 2025 05:19:33 PM	0:04:31		Internal
596114813439		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Mar, 2025 05:22:23 PM	04 Mar, 2025 05:31:20 PM	27 Feb, 2025 05:19:33 PM	0:04:31		Internal
596114813439		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Mar, 2025 05:22:23 PM	04 Mar, 2025 05:31:20 PM	27 Feb, 2025 05:19:33 PM	0:04:31		Internal
596114813439		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Mar, 2025 05:22:23 PM	04 Mar, 2025 05:31:20 PM	27 Feb, 2025 05:19:33 PM	0:04:31		Internal
596114813439		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Mar, 2025 05:22:23 PM	04 Mar, 2025 05:31:20 PM	27 Feb, 2025 05:19:33 PM	0:04:31		Internal
596114813439		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Mar, 2025 05:22:23 PM	04 Mar, 2025 05:31:20 PM	27 Feb, 2025 05:19:33 PM	0:04:31		Internal
596114813439		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Mar, 2025 05:22:23 PM	04 Mar, 2025 05:31:20 PM	27 Feb, 2025 05:19:33 PM	0:04:31		Internal
596114813439		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Mar, 2025 05:22:23 PM	04 Mar, 2025 05:31:20 PM	27 Feb, 2025 05:19:33 PM	0:04:31		Internal
596114813439		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Mar, 2025 05:22:23 PM	04 Mar, 2025 05:31:20 PM	27 Feb, 2025 05:19:33 PM	0:04:31		Internal
596114813439		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Mar, 2025 05:22:23 PM	04 Mar, 2025 05:31:20 PM	27 Feb, 2025 05:19:33 PM	0:04:31		Internal
596114813439		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Mar, 2025 05:22:23 PM	04 Mar, 2025 05:31:20 PM	27 Feb, 2025 05:19:33 PM	0:04:31		Internal
596114813439		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Mar, 2025 05:22:23 PM	04 Mar, 2025 05:31:20 PM	27 Feb, 2025 05:19:33 PM	0:04:31		Internal
596114813439		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Mar, 2025 05:22:23 PM	04 Mar, 2025 05:31:20 PM	27 Feb, 2025 05:19:33 PM	0:04:31		Internal
596114813439		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Mar, 2025 05:22:23 PM	04 Mar, 2025 05:31:20 PM	27 Feb, 2025 05:19:33 PM	0:04:31		Internal
596114813439		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Mar, 2025 05:22:23 PM	04 Mar, 2025 05:31:20 PM	27 Feb, 2025 05:19:33 PM	0:04:31		Internal
596114813439		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Mar, 2025 05:22:23 PM	04 Mar, 2025 05:31:20 PM	27 Feb, 2025 05:19:33 PM	0:04:31		Internal
596114813439		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Mar, 2025 05:22:23 PM	04 Mar, 2025 05:31:20 PM	27 Feb, 2025 05:19:33 PM	0:04:31		Internal
596114813439		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Mar, 2025 05:22:23 PM	04 Mar, 2025 05:31:20 PM	27 Feb, 2025 05:19:33 PM	0:04:31		Internal
596114813439		CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		04 Mar, 2025 05:22:23 PM	04 Mar, 2025 05:31:20 PM	27 Feb, 2025 05:19:33 PM	0:04:31		Internal
596114813439		CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Mar, 2025 05:22:23 PM	04 Mar, 2025 05:31:20 PM	27 Feb, 2025 05:19:33 PM	0:04:31		Internal
596114813439		CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Mar, 2025 05:22:23 PM	04 Mar, 2025 05:31:20 PM	27 Feb, 2025 05:19:33 PM	0:04:31		Internal
596114813439		CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Mar, 2025 05:22:23 PM	04 Mar, 2025 05:31:20 PM	27 Feb, 2025 05:19:33 PM	0:04:31		Internal
596114915013		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Mar, 2025 05:46:06 PM	04 Mar, 2025 05:52:07 PM	28 Feb, 2025 12:04:11 PM	0:02:50		Internal
596114915013		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Mar, 2025 05:46:06 PM	04 Mar, 2025 05:52:07 PM	28 Feb, 2025 12:04:11 PM	0:02:50		Internal
596114915013		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Mar, 2025 05:46:06 PM	04 Mar, 2025 05:52:07 PM	28 Feb, 2025 12:04:11 PM	0:02:50		Internal
596114915013		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Mar, 2025 05:46:06 PM	04 Mar, 2025 05:52:07 PM	28 Feb, 2025 12:04:11 PM	0:02:50		Internal
596114915013		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Mar, 2025 05:46:06 PM	04 Mar, 2025 05:52:07 PM	28 Feb, 2025 12:04:11 PM	0:02:50		Internal
596114915013		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Mar, 2025 05:46:06 PM	04 Mar, 2025 05:52:07 PM	28 Feb, 2025 12:04:11 PM	0:02:50		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596114915013	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	04 Mar, 2025 05:46:06 PM	04 Mar, 2025 05:52:07 PM	28 Feb, 2025 12:04:11 PM	0:02:50		Internal
596114915013			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Mar, 2025 05:46:06 PM	04 Mar, 2025 05:52:07 PM	28 Feb, 2025 12:04:11 PM	0:02:50		Internal
596114915013			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Mar, 2025 05:46:06 PM	04 Mar, 2025 05:52:07 PM	28 Feb, 2025 12:04:11 PM	0:02:50		Internal
596114915013			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Mar, 2025 05:46:06 PM	04 Mar, 2025 05:52:07 PM	28 Feb, 2025 12:04:11 PM	0:02:50		Internal
596114915013			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Mar, 2025 05:46:06 PM	04 Mar, 2025 05:52:07 PM	28 Feb, 2025 12:04:11 PM	0:02:50		Internal
596114915013			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Mar, 2025 05:46:06 PM	04 Mar, 2025 05:52:07 PM	28 Feb, 2025 12:04:11 PM	0:02:50		Internal
596114915013			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Mar, 2025 05:46:06 PM	04 Mar, 2025 05:52:07 PM	28 Feb, 2025 12:04:11 PM	0:02:50		Internal
596114915013			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Mar, 2025 05:46:06 PM	04 Mar, 2025 05:52:07 PM	28 Feb, 2025 12:04:11 PM	0:02:50		Internal
596114915013			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Mar, 2025 05:46:06 PM	04 Mar, 2025 05:52:07 PM	28 Feb, 2025 12:04:11 PM	0:02:50		Internal
596114915013			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Mar, 2025 05:46:06 PM	04 Mar, 2025 05:52:07 PM	28 Feb, 2025 12:04:11 PM	0:02:50		Internal
596114915013			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Mar, 2025 05:46:06 PM	04 Mar, 2025 05:52:07 PM	28 Feb, 2025 12:04:11 PM	0:02:50		Internal
596114915013			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Mar, 2025 05:46:06 PM	04 Mar, 2025 05:52:07 PM	28 Feb, 2025 12:04:11 PM	0:02:50		Internal
596114915013			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Mar, 2025 05:46:06 PM	04 Mar, 2025 05:52:07 PM	28 Feb, 2025 12:04:11 PM	0:02:50		Internal
596114915013			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Mar, 2025 05:46:06 PM	04 Mar, 2025 05:52:07 PM	28 Feb, 2025 12:04:11 PM	0:02:50		Internal
596114915013			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Mar, 2025 05:46:06 PM	04 Mar, 2025 05:52:07 PM	28 Feb, 2025 12:04:11 PM	0:02:50		Internal
596114915013			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Mar, 2025 05:46:06 PM	04 Mar, 2025 05:52:07 PM	28 Feb, 2025 12:04:11 PM	0:02:50		Internal
596114915013			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		04 Mar, 2025 05:46:06 PM	04 Mar, 2025 05:52:07 PM	28 Feb, 2025 12:04:11 PM	0:02:50		Internal
596114915013			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Mar, 2025 05:46:06 PM	04 Mar, 2025 05:52:07 PM	28 Feb, 2025 12:04:11 PM	0:02:50		Internal
596114915013			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Mar, 2025 05:46:06 PM	04 Mar, 2025 05:52:07 PM	28 Feb, 2025 12:04:11 PM	0:02:50		Internal
596114915013			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Mar, 2025 05:46:06 PM	04 Mar, 2025 05:52:07 PM	28 Feb, 2025 12:04:11 PM	0:02:50		Internal
595162221168			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Feb, 2025 03:00:23 PM	04 Mar, 2025 06:03:27 PM	24 Feb, 2025 02:51:26 PM	0:06:17		Internal
595162221168			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Feb, 2025 03:00:23 PM	04 Mar, 2025 06:03:27 PM	24 Feb, 2025 02:51:26 PM	0:06:17		Internal
595162221168			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Feb, 2025 03:00:23 PM	04 Mar, 2025 06:03:27 PM	24 Feb, 2025 02:51:26 PM	0:06:17		Internal
595162221168			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Feb, 2025 03:00:23 PM	04 Mar, 2025 06:03:27 PM	24 Feb, 2025 02:51:26 PM	0:06:17		Internal
595162221168			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Feb, 2025 03:00:23 PM	04 Mar, 2025 06:03:27 PM	24 Feb, 2025 02:51:26 PM	0:06:17		Internal
595162221168			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Feb, 2025 03:00:23 PM	04 Mar, 2025 06:03:27 PM	24 Feb, 2025 02:51:26 PM	0:06:17		Internal
595162221168			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Feb, 2025 03:00:23 PM	04 Mar, 2025 06:03:27 PM	24 Feb, 2025 02:51:26 PM	0:06:17		Internal
595162221168			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Feb, 2025 03:00:23 PM	04 Mar, 2025 06:03:27 PM	24 Feb, 2025 02:51:26 PM	0:06:17		Internal
595162221168			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Feb, 2025 03:00:23 PM	04 Mar, 2025 06:03:27 PM	24 Feb, 2025 02:51:26 PM	0:06:17		Internal
595162221168			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Feb, 2025 03:00:23 PM	04 Mar, 2025 06:03:27 PM	24 Feb, 2025 02:51:26 PM	0:06:17		Internal
595162221168			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Feb, 2025 03:00:23 PM	04 Mar, 2025 06:03:27 PM	24 Feb, 2025 02:51:26 PM	0:06:17		Internal
595162221168			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Feb, 2025 03:00:23 PM	04 Mar, 2025 06:03:27 PM	24 Feb, 2025 02:51:26 PM	0:06:17		Internal
595162221168			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Feb, 2025 03:00:23 PM	04 Mar, 2025 06:03:27 PM	24 Feb, 2025 02:51:26 PM	0:06:17		Internal
595162221168			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Feb, 2025 03:00:23 PM	04 Mar, 2025 06:03:27 PM	24 Feb, 2025 02:51:26 PM	0:06:17		Internal
595162221168			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Feb, 2025 03:00:23 PM	04 Mar, 2025 06:03:27 PM	24 Feb, 2025 02:51:26 PM	0:06:17		Internal
595162221168			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Feb, 2025 03:00:23 PM	04 Mar, 2025 06:03:27 PM	24 Feb, 2025 02:51:26 PM	0:06:17		Internal
595162221168			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Feb, 2025 03:00:23 PM	04 Mar, 2025 06:03:27 PM	24 Feb, 2025 02:51:26 PM	0:06:17		Internal
595162221168			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Feb, 2025 03:00:23 PM	04 Mar, 2025 06:03:27 PM	24 Feb, 2025 02:51:26 PM	0:06:17		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595162221168	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	24 Feb, 2025 03:00:23 PM	04 Mar, 2025 06:03:27 PM	24 Feb, 2025 02:51:26 PM	0:06:17		Internal
595162221168			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Feb, 2025 03:00:23 PM	04 Mar, 2025 06:03:27 PM	24 Feb, 2025 02:51:26 PM	0:06:17		Internal
595162221168			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Feb, 2025 03:00:23 PM	04 Mar, 2025 06:03:27 PM	24 Feb, 2025 02:51:26 PM	0:06:17		Internal
595162221168			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Feb, 2025 03:00:23 PM	04 Mar, 2025 06:03:27 PM	24 Feb, 2025 02:51:26 PM	0:06:17		Internal
595162221168			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		24 Feb, 2025 03:00:23 PM	04 Mar, 2025 06:03:27 PM	24 Feb, 2025 02:51:26 PM	0:06:17		Internal
595162221168			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Feb, 2025 03:00:23 PM	04 Mar, 2025 06:03:27 PM	24 Feb, 2025 02:51:26 PM	0:06:17		Internal
595162221168			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Feb, 2025 03:00:23 PM	04 Mar, 2025 06:03:27 PM	24 Feb, 2025 02:51:26 PM	0:06:17		Internal
595162221168			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Feb, 2025 03:00:23 PM	04 Mar, 2025 06:03:27 PM	24 Feb, 2025 02:51:26 PM	0:06:17		Internal
596115217030			CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Mar, 2025 06:08:26 PM	04 Mar, 2025 06:14:15 PM	03 Mar, 2025 02:51:04 PM	0:03:01		Internal
596115217030			CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Mar, 2025 06:08:26 PM	04 Mar, 2025 06:14:15 PM	03 Mar, 2025 02:51:04 PM	0:03:01		Internal
596115217030			CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Mar, 2025 06:08:26 PM	04 Mar, 2025 06:14:15 PM	03 Mar, 2025 02:51:04 PM	0:03:01		Internal
596115217030			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Mar, 2025 06:08:26 PM	04 Mar, 2025 06:14:15 PM	03 Mar, 2025 02:51:04 PM	0:03:01		Internal
596115217030			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Mar, 2025 06:08:26 PM	04 Mar, 2025 06:14:15 PM	03 Mar, 2025 02:51:04 PM	0:03:01		Internal
596115217030			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Mar, 2025 06:08:26 PM	04 Mar, 2025 06:14:15 PM	03 Mar, 2025 02:51:04 PM	0:03:01		Internal
596115217030			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Mar, 2025 06:08:26 PM	04 Mar, 2025 06:14:15 PM	03 Mar, 2025 02:51:04 PM	0:03:01		Internal
596115217030			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Mar, 2025 06:08:26 PM	04 Mar, 2025 06:14:15 PM	03 Mar, 2025 02:51:04 PM	0:03:01		Internal
596115217030			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Mar, 2025 06:08:26 PM	04 Mar, 2025 06:14:15 PM	03 Mar, 2025 02:51:04 PM	0:03:01		Internal
596115217030			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Mar, 2025 06:08:26 PM	04 Mar, 2025 06:14:15 PM	03 Mar, 2025 02:51:04 PM	0:03:01		Internal
596115217030			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Mar, 2025 06:08:26 PM	04 Mar, 2025 06:14:15 PM	03 Mar, 2025 02:51:04 PM	0:03:01		Internal
596115217030			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Mar, 2025 06:08:26 PM	04 Mar, 2025 06:14:15 PM	03 Mar, 2025 02:51:04 PM	0:03:01		Internal
596115217030			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Mar, 2025 06:08:26 PM	04 Mar, 2025 06:14:15 PM	03 Mar, 2025 02:51:04 PM	0:03:01		Internal
596115217030			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Mar, 2025 06:08:26 PM	04 Mar, 2025 06:14:15 PM	03 Mar, 2025 02:51:04 PM	0:03:01		Internal
596115217030			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Mar, 2025 06:08:26 PM	04 Mar, 2025 06:14:15 PM	03 Mar, 2025 02:51:04 PM	0:03:01		Internal
596115217030			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Mar, 2025 06:08:26 PM	04 Mar, 2025 06:14:15 PM	03 Mar, 2025 02:51:04 PM	0:03:01		Internal
596115217030			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Mar, 2025 06:08:26 PM	04 Mar, 2025 06:14:15 PM	03 Mar, 2025 02:51:04 PM	0:03:01		Internal
596115217030			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Mar, 2025 06:08:26 PM	04 Mar, 2025 06:14:15 PM	03 Mar, 2025 02:51:04 PM	0:03:01		Internal
596115217030			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Mar, 2025 06:08:26 PM	04 Mar, 2025 06:14:15 PM	03 Mar, 2025 02:51:04 PM	0:03:01		Internal
596115217030			CTE_Bus_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Mar, 2025 06:08:26 PM	04 Mar, 2025 06:14:15 PM	03 Mar, 2025 02:51:04 PM	0:03:01		Internal
596115217030			CTE_Bus_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Mar, 2025 06:08:26 PM	04 Mar, 2025 06:14:15 PM	03 Mar, 2025 02:51:04 PM	0:03:01		Internal
596115217030			CTE_Bus_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Mar, 2025 06:08:26 PM	04 Mar, 2025 06:14:15 PM	03 Mar, 2025 02:51:04 PM	0:03:01		Internal
596115217030			CTE_Bus_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		04 Mar, 2025 06:08:26 PM	04 Mar, 2025 06:14:15 PM	03 Mar, 2025 02:51:04 PM	0:03:01		Internal
596115217030			CTE_Bus_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Mar, 2025 06:08:26 PM	04 Mar, 2025 06:14:15 PM	03 Mar, 2025 02:51:04 PM	0:03:01		Internal
596115217030			CTE_Bus_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Mar, 2025 06:08:26 PM	04 Mar, 2025 06:14:15 PM	03 Mar, 2025 02:51:04 PM	0:03:01		Internal
596115217030			CTE_Bus_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Mar, 2025 06:08:26 PM	04 Mar, 2025 06:14:15 PM	03 Mar, 2025 02:51:04 PM	0:03:01		Internal
595161955319			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Feb, 2025 01:01:22 PM	04 Mar, 2025 06:21:17 PM	20 Feb, 2025 11:11:11 PM	0:04:11		Internal
595161955319			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Feb, 2025 01:01:22 PM	04 Mar, 2025 06:21:17 PM	20 Feb, 2025 11:11:11 PM	0:04:11		Internal
595161955319			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Feb, 2025 01:01:22 PM	04 Mar, 2025 06:21:17 PM	20 Feb, 2025 11:11:11 PM	0:04:11		Internal
595161955319			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Feb, 2025 01:01:22 PM	04 Mar, 2025 06:21:17 PM	20 Feb, 2025 11:11:11 PM	0:04:11		Internal
595161955319			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Feb, 2025 01:01:22 PM	04 Mar, 2025 06:21:17 PM	20 Feb, 2025 11:11:11 PM	0:04:11		Internal
595161955319			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Feb, 2025 01:01:22 PM	04 Mar, 2025 06:21:17 PM	20 Feb, 2025 11:11:11 PM	0:04:11		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595161955319	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	21 Feb, 2025 01:01:22 PM	04 Mar, 2025 06:21:17 PM	20 Feb, 2025 11:11:11 PM	0:04:11		Internal
595161955319			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Feb, 2025 01:01:22 PM	04 Mar, 2025 06:21:17 PM	20 Feb, 2025 11:11:11 PM	0:04:11		Internal
595161955319			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Feb, 2025 01:01:22 PM	04 Mar, 2025 06:21:17 PM	20 Feb, 2025 11:11:11 PM	0:04:11		Internal
595161955319			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Feb, 2025 01:01:22 PM	04 Mar, 2025 06:21:17 PM	20 Feb, 2025 11:11:11 PM	0:04:11		Internal
595161955319			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Feb, 2025 01:01:22 PM	04 Mar, 2025 06:21:17 PM	20 Feb, 2025 11:11:11 PM	0:04:11		Internal
595161955319			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Feb, 2025 01:01:22 PM	04 Mar, 2025 06:21:17 PM	20 Feb, 2025 11:11:11 PM	0:04:11		Internal
595161955319			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Feb, 2025 01:01:22 PM	04 Mar, 2025 06:21:17 PM	20 Feb, 2025 11:11:11 PM	0:04:11		Internal
595161955319			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Feb, 2025 01:01:22 PM	04 Mar, 2025 06:21:17 PM	20 Feb, 2025 11:11:11 PM	0:04:11		Internal
595161955319			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Feb, 2025 01:01:22 PM	04 Mar, 2025 06:21:17 PM	20 Feb, 2025 11:11:11 PM	0:04:11		Internal
595161955319			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Feb, 2025 01:01:22 PM	04 Mar, 2025 06:21:17 PM	20 Feb, 2025 11:11:11 PM	0:04:11		Internal
595161955319			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Feb, 2025 01:01:22 PM	04 Mar, 2025 06:21:17 PM	20 Feb, 2025 11:11:11 PM	0:04:11		Internal
595161955319			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Feb, 2025 01:01:22 PM	04 Mar, 2025 06:21:17 PM	20 Feb, 2025 11:11:11 PM	0:04:11		Internal
595161955319			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Feb, 2025 01:01:22 PM	04 Mar, 2025 06:21:17 PM	20 Feb, 2025 11:11:11 PM	0:04:11		Internal
595161955319			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Feb, 2025 01:01:22 PM	04 Mar, 2025 06:21:17 PM	20 Feb, 2025 11:11:11 PM	0:04:11		Internal
595161955319			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Feb, 2025 01:01:22 PM	04 Mar, 2025 06:21:17 PM	20 Feb, 2025 11:11:11 PM	0:04:11		Internal
595161955319			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Feb, 2025 01:01:22 PM	04 Mar, 2025 06:21:17 PM	20 Feb, 2025 11:11:11 PM	0:04:11		Internal
595161955319			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		21 Feb, 2025 01:01:22 PM	04 Mar, 2025 06:21:17 PM	20 Feb, 2025 11:11:11 PM	0:04:11		Internal
595161955319			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Feb, 2025 01:01:22 PM	04 Mar, 2025 06:21:17 PM	20 Feb, 2025 11:11:11 PM	0:04:11		Internal
595161955319			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Feb, 2025 01:01:22 PM	04 Mar, 2025 06:21:17 PM	20 Feb, 2025 11:11:11 PM	0:04:11		Internal
595161955319			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Feb, 2025 01:01:22 PM	04 Mar, 2025 06:21:17 PM	20 Feb, 2025 11:11:11 PM	0:04:11		Internal
596115281207			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Mar, 2025 07:08:14 PM	04 Mar, 2025 07:12:07 PM	03 Mar, 2025 05:59:38 PM	0:03:42		Internal
596115281207			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Mar, 2025 07:08:14 PM	04 Mar, 2025 07:12:07 PM	03 Mar, 2025 05:59:38 PM	0:03:42		Internal
596115281207			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Mar, 2025 07:08:14 PM	04 Mar, 2025 07:12:07 PM	03 Mar, 2025 05:59:38 PM	0:03:42		Internal
596115281207			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Mar, 2025 07:08:14 PM	04 Mar, 2025 07:12:07 PM	03 Mar, 2025 05:59:38 PM	0:03:42		Internal
596115281207			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Mar, 2025 07:08:14 PM	04 Mar, 2025 07:12:07 PM	03 Mar, 2025 05:59:38 PM	0:03:42		Internal
596115281207			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Mar, 2025 07:08:14 PM	04 Mar, 2025 07:12:07 PM	03 Mar, 2025 05:59:38 PM	0:03:42		Internal
596115281207			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Mar, 2025 07:08:14 PM	04 Mar, 2025 07:12:07 PM	03 Mar, 2025 05:59:38 PM	0:03:42		Internal
596115281207			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Mar, 2025 07:08:14 PM	04 Mar, 2025 07:12:07 PM	03 Mar, 2025 05:59:38 PM	0:03:42		Internal
596115281207			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Mar, 2025 07:08:14 PM	04 Mar, 2025 07:12:07 PM	03 Mar, 2025 05:59:38 PM	0:03:42		Internal
596115281207			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Mar, 2025 07:08:14 PM	04 Mar, 2025 07:12:07 PM	03 Mar, 2025 05:59:38 PM	0:03:42		Internal
596115281207			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Mar, 2025 07:08:14 PM	04 Mar, 2025 07:12:07 PM	03 Mar, 2025 05:59:38 PM	0:03:42		Internal
596115281207			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Mar, 2025 07:08:14 PM	04 Mar, 2025 07:12:07 PM	03 Mar, 2025 05:59:38 PM	0:03:42		Internal
596115281207			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Mar, 2025 07:08:14 PM	04 Mar, 2025 07:12:07 PM	03 Mar, 2025 05:59:38 PM	0:03:42		Internal
596115281207			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Mar, 2025 07:08:14 PM	04 Mar, 2025 07:12:07 PM	03 Mar, 2025 05:59:38 PM	0:03:42		Internal
596115281207			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Mar, 2025 07:08:14 PM	04 Mar, 2025 07:12:07 PM	03 Mar, 2025 05:59:38 PM	0:03:42		Internal
596115281207			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Mar, 2025 07:08:14 PM	04 Mar, 2025 07:12:07 PM	03 Mar, 2025 05:59:38 PM	0:03:42		Internal
596115281207			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Mar, 2025 07:08:14 PM	04 Mar, 2025 07:12:07 PM	03 Mar, 2025 05:59:38 PM	0:03:42		Internal
596115281207			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Mar, 2025 07:08:14 PM	04 Mar, 2025 07:12:07 PM	03 Mar, 2025 05:59:38 PM	0:03:42		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596115281207	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	04 Mar, 2025 07:08:14 PM	04 Mar, 2025 07:12:07 PM	03 Mar, 2025 05:59:38 PM	0:03:42		Internal
596115281207			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Mar, 2025 07:08:14 PM	04 Mar, 2025 07:12:07 PM	03 Mar, 2025 05:59:38 PM	0:03:42		Internal
596115281207			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Mar, 2025 07:08:14 PM	04 Mar, 2025 07:12:07 PM	03 Mar, 2025 05:59:38 PM	0:03:42		Internal
596115281207			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Mar, 2025 07:08:14 PM	04 Mar, 2025 07:12:07 PM	03 Mar, 2025 05:59:38 PM	0:03:42		Internal
596115281207			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		04 Mar, 2025 07:08:14 PM	04 Mar, 2025 07:12:07 PM	03 Mar, 2025 05:59:38 PM	0:03:42		Internal
596115281207			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Mar, 2025 07:08:14 PM	04 Mar, 2025 07:12:07 PM	03 Mar, 2025 05:59:38 PM	0:03:42		Internal
596115281207			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Mar, 2025 07:08:14 PM	04 Mar, 2025 07:12:07 PM	03 Mar, 2025 05:59:38 PM	0:03:42		Internal
596115281207			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Mar, 2025 07:08:14 PM	04 Mar, 2025 07:12:07 PM	03 Mar, 2025 05:59:38 PM	0:03:42		Internal
596115077042			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Mar, 2025 07:30:10 PM	04 Mar, 2025 07:33:55 PM	28 Feb, 2025 10:46:09 PM	0:02:32		Internal
596115077042			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Mar, 2025 07:30:10 PM	04 Mar, 2025 07:33:55 PM	28 Feb, 2025 10:46:09 PM	0:02:32		Internal
596115077042			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Mar, 2025 07:30:10 PM	04 Mar, 2025 07:33:55 PM	28 Feb, 2025 10:46:09 PM	0:02:32		Internal
596115077042			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Mar, 2025 07:30:10 PM	04 Mar, 2025 07:33:55 PM	28 Feb, 2025 10:46:09 PM	0:02:32		Internal
596115077042			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Mar, 2025 07:30:10 PM	04 Mar, 2025 07:33:55 PM	28 Feb, 2025 10:46:09 PM	0:02:32		Internal
596115077042			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Mar, 2025 07:30:10 PM	04 Mar, 2025 07:33:55 PM	28 Feb, 2025 10:46:09 PM	0:02:32		Internal
596115077042			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Mar, 2025 07:30:10 PM	04 Mar, 2025 07:33:55 PM	28 Feb, 2025 10:46:09 PM	0:02:32		Internal
596115077042			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Mar, 2025 07:30:10 PM	04 Mar, 2025 07:33:55 PM	28 Feb, 2025 10:46:09 PM	0:02:32		Internal
596115077042			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Mar, 2025 07:30:10 PM	04 Mar, 2025 07:33:55 PM	28 Feb, 2025 10:46:09 PM	0:02:32		Internal
596115077042			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Mar, 2025 07:30:10 PM	04 Mar, 2025 07:33:55 PM	28 Feb, 2025 10:46:09 PM	0:02:32		Internal
596115077042			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Mar, 2025 07:30:10 PM	04 Mar, 2025 07:33:55 PM	28 Feb, 2025 10:46:09 PM	0:02:32		Internal
596115077042			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Mar, 2025 07:30:10 PM	04 Mar, 2025 07:33:55 PM	28 Feb, 2025 10:46:09 PM	0:02:32		Internal
596115077042			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Mar, 2025 07:30:10 PM	04 Mar, 2025 07:33:55 PM	28 Feb, 2025 10:46:09 PM	0:02:32		Internal
596115077042			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Mar, 2025 07:30:10 PM	04 Mar, 2025 07:33:55 PM	28 Feb, 2025 10:46:09 PM	0:02:32		Internal
596115077042			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Mar, 2025 07:30:10 PM	04 Mar, 2025 07:33:55 PM	28 Feb, 2025 10:46:09 PM	0:02:32		Internal
596115077042			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Mar, 2025 07:30:10 PM	04 Mar, 2025 07:33:55 PM	28 Feb, 2025 10:46:09 PM	0:02:32		Internal
596115077042			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Mar, 2025 07:30:10 PM	04 Mar, 2025 07:33:55 PM	28 Feb, 2025 10:46:09 PM	0:02:32		Internal
596115077042			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Mar, 2025 07:30:10 PM	04 Mar, 2025 07:33:55 PM	28 Feb, 2025 10:46:09 PM	0:02:32		Internal
596115077042			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Mar, 2025 07:30:10 PM	04 Mar, 2025 07:33:55 PM	28 Feb, 2025 10:46:09 PM	0:02:32		Internal
596115077042			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Mar, 2025 07:30:10 PM	04 Mar, 2025 07:33:55 PM	28 Feb, 2025 10:46:09 PM	0:02:32		Internal
596115077042			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Mar, 2025 07:30:10 PM	04 Mar, 2025 07:33:55 PM	28 Feb, 2025 10:46:09 PM	0:02:32		Internal
596115077042			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Mar, 2025 07:30:10 PM	04 Mar, 2025 07:33:55 PM	28 Feb, 2025 10:46:09 PM	0:02:32		Internal
596115077042			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		04 Mar, 2025 07:30:10 PM	04 Mar, 2025 07:33:55 PM	28 Feb, 2025 10:46:09 PM	0:02:32		Internal
596115077042			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Mar, 2025 07:30:10 PM	04 Mar, 2025 07:33:55 PM	28 Feb, 2025 10:46:09 PM	0:02:32		Internal
596115077042			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Mar, 2025 07:30:10 PM	04 Mar, 2025 07:33:55 PM	28 Feb, 2025 10:46:09 PM	0:02:32		Internal
596115077042			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Mar, 2025 07:30:10 PM	04 Mar, 2025 07:33:55 PM	28 Feb, 2025 10:46:09 PM	0:02:32		Internal
596115090908			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Mar, 2025 07:56:14 PM	04 Mar, 2025 08:03:54 PM	01 Mar, 2025 04:20:37 AM	0:03:00		Internal
596115090908			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Mar, 2025 07:56:14 PM	04 Mar, 2025 08:03:54 PM	01 Mar, 2025 04:20:37 AM	0:03:00		Internal
596115090908			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Mar, 2025 07:56:14 PM	04 Mar, 2025 08:03:54 PM	01 Mar, 2025 04:20:37 AM	0:03:00		Internal
596115090908			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Mar, 2025 07:56:14 PM	04 Mar, 2025 08:03:54 PM	01 Mar, 2025 04:20:37 AM	0:03:00		Internal
596115090908			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Mar, 2025 07:56:14 PM	04 Mar, 2025 08:03:54 PM	01 Mar, 2025 04:20:37 AM	0:03:00		Internal
596115090908			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Mar, 2025 07:56:14 PM	04 Mar, 2025 08:03:54 PM	01 Mar, 2025 04:20:37 AM	0:03:00		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596115090908	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	04 Mar, 2025 07:56:14 PM	04 Mar, 2025 08:03:54 PM	01 Mar, 2025 04:20:37 AM	0:03:00		Internal
596115090908			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Mar, 2025 07:56:14 PM	04 Mar, 2025 08:03:54 PM	01 Mar, 2025 04:20:37 AM	0:03:00		Internal
596115090908			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Mar, 2025 07:56:14 PM	04 Mar, 2025 08:03:54 PM	01 Mar, 2025 04:20:37 AM	0:03:00		Internal
596115090908			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Mar, 2025 07:56:14 PM	04 Mar, 2025 08:03:54 PM	01 Mar, 2025 04:20:37 AM	0:03:00		Internal
596115090908			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Mar, 2025 07:56:14 PM	04 Mar, 2025 08:03:54 PM	01 Mar, 2025 04:20:37 AM	0:03:00		Internal
596115090908			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Mar, 2025 07:56:14 PM	04 Mar, 2025 08:03:54 PM	01 Mar, 2025 04:20:37 AM	0:03:00		Internal
596115090908			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Mar, 2025 07:56:14 PM	04 Mar, 2025 08:03:54 PM	01 Mar, 2025 04:20:37 AM	0:03:00		Internal
596115090908			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Mar, 2025 07:56:14 PM	04 Mar, 2025 08:03:54 PM	01 Mar, 2025 04:20:37 AM	0:03:00		Internal
596115090908			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Mar, 2025 07:56:14 PM	04 Mar, 2025 08:03:54 PM	01 Mar, 2025 04:20:37 AM	0:03:00		Internal
596115090908			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Mar, 2025 07:56:14 PM	04 Mar, 2025 08:03:54 PM	01 Mar, 2025 04:20:37 AM	0:03:00		Internal
596115090908			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Mar, 2025 07:56:14 PM	04 Mar, 2025 08:03:54 PM	01 Mar, 2025 04:20:37 AM	0:03:00		Internal
596115090908			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Mar, 2025 07:56:14 PM	04 Mar, 2025 08:03:54 PM	01 Mar, 2025 04:20:37 AM	0:03:00		Internal
596115090908			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Mar, 2025 07:56:14 PM	04 Mar, 2025 08:03:54 PM	01 Mar, 2025 04:20:37 AM	0:03:00		Internal
596115090908			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Mar, 2025 07:56:14 PM	04 Mar, 2025 08:03:54 PM	01 Mar, 2025 04:20:37 AM	0:03:00		Internal
596115090908			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Mar, 2025 07:56:14 PM	04 Mar, 2025 08:03:54 PM	01 Mar, 2025 04:20:37 AM	0:03:00		Internal
596115090908			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Mar, 2025 07:56:14 PM	04 Mar, 2025 08:03:54 PM	01 Mar, 2025 04:20:37 AM	0:03:00		Internal
596115090908			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		04 Mar, 2025 07:56:14 PM	04 Mar, 2025 08:03:54 PM	01 Mar, 2025 04:20:37 AM	0:03:00		Internal
596115090908			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Mar, 2025 07:56:14 PM	04 Mar, 2025 08:03:54 PM	01 Mar, 2025 04:20:37 AM	0:03:00		Internal
596115090908			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Mar, 2025 07:56:14 PM	04 Mar, 2025 08:03:54 PM	01 Mar, 2025 04:20:37 AM	0:03:00		Internal
596115090908			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Mar, 2025 07:56:14 PM	04 Mar, 2025 08:03:54 PM	01 Mar, 2025 04:20:37 AM	0:03:00		Internal
595162221520			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Feb, 2025 04:31:34 AM	04 Mar, 2025 08:24:11 PM	24 Feb, 2025 02:53:33 PM	0:04:11		Internal
595162221520			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Feb, 2025 04:31:34 AM	04 Mar, 2025 08:24:11 PM	24 Feb, 2025 02:53:33 PM	0:04:11		Internal
595162221520			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Feb, 2025 04:31:34 AM	04 Mar, 2025 08:24:11 PM	24 Feb, 2025 02:53:33 PM	0:04:11		Internal
595162221520			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Feb, 2025 04:31:34 AM	04 Mar, 2025 08:24:11 PM	24 Feb, 2025 02:53:33 PM	0:04:11		Internal
595162221520			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Feb, 2025 04:31:34 AM	04 Mar, 2025 08:24:11 PM	24 Feb, 2025 02:53:33 PM	0:04:11		Internal
595162221520			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Feb, 2025 04:31:34 AM	04 Mar, 2025 08:24:11 PM	24 Feb, 2025 02:53:33 PM	0:04:11		Internal
595162221520			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Feb, 2025 04:31:34 AM	04 Mar, 2025 08:24:11 PM	24 Feb, 2025 02:53:33 PM	0:04:11		Internal
595162221520			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Feb, 2025 04:31:34 AM	04 Mar, 2025 08:24:11 PM	24 Feb, 2025 02:53:33 PM	0:04:11		Internal
595162221520			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Feb, 2025 04:31:34 AM	04 Mar, 2025 08:24:11 PM	24 Feb, 2025 02:53:33 PM	0:04:11		Internal
595162221520			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Feb, 2025 04:31:34 AM	04 Mar, 2025 08:24:11 PM	24 Feb, 2025 02:53:33 PM	0:04:11		Internal
595162221520			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Feb, 2025 04:31:34 AM	04 Mar, 2025 08:24:11 PM	24 Feb, 2025 02:53:33 PM	0:04:11		Internal
595162221520			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Feb, 2025 04:31:34 AM	04 Mar, 2025 08:24:11 PM	24 Feb, 2025 02:53:33 PM	0:04:11		Internal
595162221520			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Feb, 2025 04:31:34 AM	04 Mar, 2025 08:24:11 PM	24 Feb, 2025 02:53:33 PM	0:04:11		Internal
595162221520			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Feb, 2025 04:31:34 AM	04 Mar, 2025 08:24:11 PM	24 Feb, 2025 02:53:33 PM	0:04:11		Internal
595162221520			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Feb, 2025 04:31:34 AM	04 Mar, 2025 08:24:11 PM	24 Feb, 2025 02:53:33 PM	0:04:11		Internal
595162221520			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Feb, 2025 04:31:34 AM	04 Mar, 2025 08:24:11 PM	24 Feb, 2025 02:53:33 PM	0:04:11		Internal
595162221520			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Feb, 2025 04:31:34 AM	04 Mar, 2025 08:24:11 PM	24 Feb, 2025 02:53:33 PM	0:04:11		Internal
595162221520			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Feb, 2025 04:31:34 AM	04 Mar, 2025 08:24:11 PM	24 Feb, 2025 02:53:33 PM	0:04:11		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595162221520	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	25 Feb, 2025 04:31:34 AM	04 Mar, 2025 08:24:11 PM	24 Feb, 2025 02:53:33 PM	0:04:11		Internal
595162221520			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Feb, 2025 04:31:34 AM	04 Mar, 2025 08:24:11 PM	24 Feb, 2025 02:53:33 PM	0:04:11		Internal
595162221520			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Feb, 2025 04:31:34 AM	04 Mar, 2025 08:24:11 PM	24 Feb, 2025 02:53:33 PM	0:04:11		Internal
595162221520			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Feb, 2025 04:31:34 AM	04 Mar, 2025 08:24:11 PM	24 Feb, 2025 02:53:33 PM	0:04:11		Internal
595162221520			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		25 Feb, 2025 04:31:34 AM	04 Mar, 2025 08:24:11 PM	24 Feb, 2025 02:53:33 PM	0:04:11		Internal
595162221520			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Feb, 2025 04:31:34 AM	04 Mar, 2025 08:24:11 PM	24 Feb, 2025 02:53:33 PM	0:04:11		Internal
595162221520			CTE_Res_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Feb, 2025 04:31:34 AM	04 Mar, 2025 08:24:11 PM	24 Feb, 2025 02:53:33 PM	0:04:11		Internal
595162221520			CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Feb, 2025 04:31:34 AM	04 Mar, 2025 08:24:11 PM	24 Feb, 2025 02:53:33 PM	0:04:11		Internal
595162202970			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Feb, 2025 03:00:21 PM	04 Mar, 2025 08:43:44 PM	24 Feb, 2025 01:23:48 PM	0:04:11		Internal
595162202970			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Feb, 2025 03:00:21 PM	04 Mar, 2025 08:43:44 PM	24 Feb, 2025 01:23:48 PM	0:04:11		Internal
595162202970			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Feb, 2025 03:00:21 PM	04 Mar, 2025 08:43:44 PM	24 Feb, 2025 01:23:48 PM	0:04:11		Internal
595162202970			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Feb, 2025 03:00:21 PM	04 Mar, 2025 08:43:44 PM	24 Feb, 2025 01:23:48 PM	0:04:11		Internal
595162202970			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Feb, 2025 03:00:21 PM	04 Mar, 2025 08:43:44 PM	24 Feb, 2025 01:23:48 PM	0:04:11		Internal
595162202970			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Feb, 2025 03:00:21 PM	04 Mar, 2025 08:43:44 PM	24 Feb, 2025 01:23:48 PM	0:04:11		Internal
595162202970			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Feb, 2025 03:00:21 PM	04 Mar, 2025 08:43:44 PM	24 Feb, 2025 01:23:48 PM	0:04:11		Internal
595162202970			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Feb, 2025 03:00:21 PM	04 Mar, 2025 08:43:44 PM	24 Feb, 2025 01:23:48 PM	0:04:11		Internal
595162202970			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Feb, 2025 03:00:21 PM	04 Mar, 2025 08:43:44 PM	24 Feb, 2025 01:23:48 PM	0:04:11		Internal
595162202970			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Feb, 2025 03:00:21 PM	04 Mar, 2025 08:43:44 PM	24 Feb, 2025 01:23:48 PM	0:04:11		Internal
595162202970			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Feb, 2025 03:00:21 PM	04 Mar, 2025 08:43:44 PM	24 Feb, 2025 01:23:48 PM	0:04:11		Internal
595162202970			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Feb, 2025 03:00:21 PM	04 Mar, 2025 08:43:44 PM	24 Feb, 2025 01:23:48 PM	0:04:11		Internal
595162202970			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Feb, 2025 03:00:21 PM	04 Mar, 2025 08:43:44 PM	24 Feb, 2025 01:23:48 PM	0:04:11		Internal
595162202970			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Feb, 2025 03:00:21 PM	04 Mar, 2025 08:43:44 PM	24 Feb, 2025 01:23:48 PM	0:04:11		Internal
595162202970			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Feb, 2025 03:00:21 PM	04 Mar, 2025 08:43:44 PM	24 Feb, 2025 01:23:48 PM	0:04:11		Internal
595162202970			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Feb, 2025 03:00:21 PM	04 Mar, 2025 08:43:44 PM	24 Feb, 2025 01:23:48 PM	0:04:11		Internal
595162202970			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Feb, 2025 03:00:21 PM	04 Mar, 2025 08:43:44 PM	24 Feb, 2025 01:23:48 PM	0:04:11		Internal
595162202970			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Feb, 2025 03:00:21 PM	04 Mar, 2025 08:43:44 PM	24 Feb, 2025 01:23:48 PM	0:04:11		Internal
595162202970			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Feb, 2025 03:00:21 PM	04 Mar, 2025 08:43:44 PM	24 Feb, 2025 01:23:48 PM	0:04:11		Internal
595162202970			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Feb, 2025 03:00:21 PM	04 Mar, 2025 08:43:44 PM	24 Feb, 2025 01:23:48 PM	0:04:11		Internal
595162202970			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Feb, 2025 03:00:21 PM	04 Mar, 2025 08:43:44 PM	24 Feb, 2025 01:23:48 PM	0:04:11		Internal
595162202970			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Feb, 2025 03:00:21 PM	04 Mar, 2025 08:43:44 PM	24 Feb, 2025 01:23:48 PM	0:04:11		Internal
595162202970			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		24 Feb, 2025 03:00:21 PM	04 Mar, 2025 08:43:44 PM	24 Feb, 2025 01:23:48 PM	0:04:11		Internal
595162202970			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Feb, 2025 03:00:21 PM	04 Mar, 2025 08:43:44 PM	24 Feb, 2025 01:23:48 PM	0:04:11		Internal
595162202970			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Feb, 2025 03:00:21 PM	04 Mar, 2025 08:43:44 PM	24 Feb, 2025 01:23:48 PM	0:04:11		Internal
595162202970			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Feb, 2025 03:00:21 PM	04 Mar, 2025 08:43:44 PM	24 Feb, 2025 01:23:48 PM	0:04:11		Internal
596115207237			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Mar, 2025 04:30:42 AM	04 Mar, 2025 09:46:52 PM	03 Mar, 2025 02:23:58 PM	0:03:58		Internal
596115207237			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Mar, 2025 04:30:42 AM	04 Mar, 2025 09:46:52 PM	03 Mar, 2025 02:23:58 PM	0:03:58		Internal
596115207237			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Mar, 2025 04:30:42 AM	04 Mar, 2025 09:46:52 PM	03 Mar, 2025 02:23:58 PM	0:03:58		Internal
596115207237			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Mar, 2025 04:30:42 AM	04 Mar, 2025 09:46:52 PM	03 Mar, 2025 02:23:58 PM	0:03:58		Internal
596115207237			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Mar, 2025 04:30:42 AM	04 Mar, 2025 09:46:52 PM	03 Mar, 2025 02:23:58 PM	0:03:58		Internal
596115207237			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Mar, 2025 04:30:42 AM	04 Mar, 2025 09:46:52 PM	03 Mar, 2025 02:23:58 PM	0:03:58		Internal
596115207237			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Mar, 2025 04:30:42 AM	04 Mar, 2025 09:46:52 PM	03 Mar, 2025 02:23:58 PM	0:03:58		Internal
596115207237			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Mar, 2025 04:30:42 AM	04 Mar, 2025 09:46:52 PM	03 Mar, 2025 02:23:58 PM	0:03:58		Internal
596115207237			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Mar, 2025 04:30:42 AM	04 Mar, 2025 09:46:52 PM	03 Mar, 2025 02:23:58 PM	0:03:58		Internal
596115207237			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Mar, 2025 04:30:42 AM	04 Mar, 2025 09:46:52 PM	03 Mar, 2025 02:23:58 PM	0:03:58		Internal
596115207237			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Mar, 2025 04:30:42 AM	04 Mar, 2025 09:46:52 PM	03 Mar, 2025 02:23:58 PM	0:03:58		Internal
596115207237			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Mar, 2025 04:30:42 AM	04 Mar, 2025 09:46:52 PM	03 Mar, 2025 02:23:58 PM	0:03:58		Internal
596115207237			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Mar, 2025 04:30:42 AM	04 Mar, 2025 09:46:52 PM	03 Mar, 2025 02:23:58 PM	0:03:58		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596115207237			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Mar, 2025 04:30:42 AM	04 Mar, 2025 09:46:52 PM	03 Mar, 2025 02:23:58 PM	0:03:58		Internal
596115207237			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Mar, 2025 04:30:42 AM	04 Mar, 2025 09:46:52 PM	03 Mar, 2025 02:23:58 PM	0:03:58		Internal
596115207237			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Mar, 2025 04:30:42 AM	04 Mar, 2025 09:46:52 PM	03 Mar, 2025 02:23:58 PM	0:03:58		Internal
596115207237			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Mar, 2025 04:30:42 AM	04 Mar, 2025 09:46:52 PM	03 Mar, 2025 02:23:58 PM	0:03:58		Internal
596115207237			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Mar, 2025 04:30:42 AM	04 Mar, 2025 09:46:52 PM	03 Mar, 2025 02:23:58 PM	0:03:58		Internal
596115207237			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Mar, 2025 04:30:42 AM	04 Mar, 2025 09:46:52 PM	03 Mar, 2025 02:23:58 PM	0:03:58		Internal
596115207237			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Mar, 2025 04:30:42 AM	04 Mar, 2025 09:46:52 PM	03 Mar, 2025 02:23:58 PM	0:03:58		Internal
596115207237			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Mar, 2025 04:30:42 AM	04 Mar, 2025 09:46:52 PM	03 Mar, 2025 02:23:58 PM	0:03:58		Internal
596115207237			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Mar, 2025 04:30:42 AM	04 Mar, 2025 09:46:52 PM	03 Mar, 2025 02:23:58 PM	0:03:58		Internal
596115207237			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		04 Mar, 2025 04:30:42 AM	04 Mar, 2025 09:46:52 PM	03 Mar, 2025 02:23:58 PM	0:03:58		Internal
596115207237			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Mar, 2025 04:30:42 AM	04 Mar, 2025 09:46:52 PM	03 Mar, 2025 02:23:58 PM	0:03:58		Internal
596115207237			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Mar, 2025 04:30:42 AM	04 Mar, 2025 09:46:52 PM	03 Mar, 2025 02:23:58 PM	0:03:58		Internal
596115207237			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Mar, 2025 04:30:42 AM	04 Mar, 2025 09:46:52 PM	03 Mar, 2025 02:23:58 PM	0:03:58		Internal
596115218252			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Mar, 2025 04:21:20 PM	05 Mar, 2025 01:43:10 PM	03 Mar, 2025 03:08:59 PM	0:02:58		Internal
596115218252			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Mar, 2025 04:21:20 PM	05 Mar, 2025 01:43:10 PM	03 Mar, 2025 03:08:59 PM	0:02:58		Internal
596115218252			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Mar, 2025 04:21:20 PM	05 Mar, 2025 01:43:10 PM	03 Mar, 2025 03:08:59 PM	0:02:58		Internal
596115218252			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Mar, 2025 04:21:20 PM	05 Mar, 2025 01:43:10 PM	03 Mar, 2025 03:08:59 PM	0:02:58		Internal
596115218252			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Mar, 2025 04:21:20 PM	05 Mar, 2025 01:43:10 PM	03 Mar, 2025 03:08:59 PM	0:02:58		Internal
596115218252			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Mar, 2025 04:21:20 PM	05 Mar, 2025 01:43:10 PM	03 Mar, 2025 03:08:59 PM	0:02:58		Internal
596115218252			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Mar, 2025 04:21:20 PM	05 Mar, 2025 01:43:10 PM	03 Mar, 2025 03:08:59 PM	0:02:58		Internal
596115218252			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Mar, 2025 04:21:20 PM	05 Mar, 2025 01:43:10 PM	03 Mar, 2025 03:08:59 PM	0:02:58		Internal
596115218252			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Mar, 2025 04:21:20 PM	05 Mar, 2025 01:43:10 PM	03 Mar, 2025 03:08:59 PM	0:02:58		Internal
596115218252			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Mar, 2025 04:21:20 PM	05 Mar, 2025 01:43:10 PM	03 Mar, 2025 03:08:59 PM	0:02:58		Internal
596115218252			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Mar, 2025 04:21:20 PM	05 Mar, 2025 01:43:10 PM	03 Mar, 2025 03:08:59 PM	0:02:58		Internal
596115218252			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Mar, 2025 04:21:20 PM	05 Mar, 2025 01:43:10 PM	03 Mar, 2025 03:08:59 PM	0:02:58		Internal
596115218252			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Mar, 2025 04:21:20 PM	05 Mar, 2025 01:43:10 PM	03 Mar, 2025 03:08:59 PM	0:02:58		Internal
596115218252			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Mar, 2025 04:21:20 PM	05 Mar, 2025 01:43:10 PM	03 Mar, 2025 03:08:59 PM	0:02:58		Internal
596115218252			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Mar, 2025 04:21:20 PM	05 Mar, 2025 01:43:10 PM	03 Mar, 2025 03:08:59 PM	0:02:58		Internal
596115218252			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Mar, 2025 04:21:20 PM	05 Mar, 2025 01:43:10 PM	03 Mar, 2025 03:08:59 PM	0:02:58		Internal
596115218252			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Mar, 2025 04:21:20 PM	05 Mar, 2025 01:43:10 PM	03 Mar, 2025 03:08:59 PM	0:02:58		Internal
596115218252			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Mar, 2025 04:21:20 PM	05 Mar, 2025 01:43:10 PM	03 Mar, 2025 03:08:59 PM	0:02:58		Internal
596115218252			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Mar, 2025 04:21:20 PM	05 Mar, 2025 01:43:10 PM	03 Mar, 2025 03:08:59 PM	0:02:58		Internal
596115218252			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Mar, 2025 04:21:20 PM	05 Mar, 2025 01:43:10 PM	03 Mar, 2025 03:08:59 PM	0:02:58		Internal
596115218252			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Mar, 2025 04:21:20 PM	05 Mar, 2025 01:43:10 PM	03 Mar, 2025 03:08:59 PM	0:02:58		Internal
596115218252			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Mar, 2025 04:21:20 PM	05 Mar, 2025 01:43:10 PM	03 Mar, 2025 03:08:59 PM	0:02:58		Internal
596115218252			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Mar, 2025 04:21:20 PM	05 Mar, 2025 01:43:10 PM	03 Mar, 2025 03:08:59 PM	0:02:58		Internal
596115218252			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Mar, 2025 04:21:20 PM	05 Mar, 2025 01:43:10 PM	03 Mar, 2025 03:08:59 PM	0:02:58		Internal
596115218252			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Mar, 2025 04:21:20 PM	05 Mar, 2025 01:43:10 PM	03 Mar, 2025 03:08:59 PM	0:02:58		Internal
596115218252			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Mar, 2025 04:21:20 PM	05 Mar, 2025 01:43:10 PM	03 Mar, 2025 03:08:59 PM	0:02:58		Internal
596115225350			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Mar, 2025 04:21:08 PM	05 Mar, 2025 01:50:21 PM	03 Mar, 2025 03:25:54 PM	0:03:47		Internal
596115225350			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Mar, 2025 04:21:08 PM	05 Mar, 2025 01:50:21 PM	03 Mar, 2025 03:25:54 PM	0:03:47		Internal
596115225350			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Mar, 2025 04:21:08 PM	05 Mar, 2025 01:50:21 PM	03 Mar, 2025 03:25:54 PM	0:03:47		Internal
596115225350			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Mar, 2025 04:21:08 PM	05 Mar, 2025 01:50:21 PM	03 Mar, 2025 03:25:54 PM	0:03:47		Internal
596115225350			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Mar, 2025 04:21:08 PM	05 Mar, 2025 01:50:21 PM	03 Mar, 2025 03:25:54 PM	0:03:47		Internal
596115225350			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Mar, 2025 04:21:08 PM	05 Mar, 2025 01:50:21 PM	03 Mar, 2025 03:25:54 PM	0:03:47		Internal
596115225350			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Mar, 2025 04:21:08 PM	05 Mar, 2025 01:50:21 PM	03 Mar, 2025 03:25:54 PM	0:03:47		Internal
596115225350			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Mar, 2025 04:21:08 PM	05 Mar, 2025 01:50:21 PM	03 Mar, 2025 03:25:54 PM	0:03:47		Internal
596115225350			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Mar, 2025 04:21:08 PM	05 Mar, 2025 01:50:21 PM	03 Mar, 2025 03:25:54 PM	0:03:47		Internal
596115225350			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Mar, 2025 04:21:08 PM	05 Mar, 2025 01:50:21 PM	03 Mar, 2025 03:25:54 PM	0:03:47		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596115225350	[redacted]	[redacted]	CTE_Res_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	03 Mar, 2025 04:21:08 PM	05 Mar, 2025 01:50:21 PM	03 Mar, 2025 03:25:54 PM	0:03:47		Internal
596115225350			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Mar, 2025 04:21:08 PM	05 Mar, 2025 01:50:21 PM	03 Mar, 2025 03:25:54 PM	0:03:47		Internal
596115225350			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Mar, 2025 04:21:08 PM	05 Mar, 2025 01:50:21 PM	03 Mar, 2025 03:25:54 PM	0:03:47		Internal
596115225350			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Mar, 2025 04:21:08 PM	05 Mar, 2025 01:50:21 PM	03 Mar, 2025 03:25:54 PM	0:03:47		Internal
596115225350			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Mar, 2025 04:21:08 PM	05 Mar, 2025 01:50:21 PM	03 Mar, 2025 03:25:54 PM	0:03:47		Internal
596115225350			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Mar, 2025 04:21:08 PM	05 Mar, 2025 01:50:21 PM	03 Mar, 2025 03:25:54 PM	0:03:47		Internal
596115225350			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Mar, 2025 04:21:08 PM	05 Mar, 2025 01:50:21 PM	03 Mar, 2025 03:25:54 PM	0:03:47		Internal
596115225350			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Mar, 2025 04:21:08 PM	05 Mar, 2025 01:50:21 PM	03 Mar, 2025 03:25:54 PM	0:03:47		Internal
596115225350			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Mar, 2025 04:21:08 PM	05 Mar, 2025 01:50:21 PM	03 Mar, 2025 03:25:54 PM	0:03:47		Internal
596115225350			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Mar, 2025 04:21:08 PM	05 Mar, 2025 01:50:21 PM	03 Mar, 2025 03:25:54 PM	0:03:47		Internal
596115225350			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Mar, 2025 04:21:08 PM	05 Mar, 2025 01:50:21 PM	03 Mar, 2025 03:25:54 PM	0:03:47		Internal
596115225350			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Mar, 2025 04:21:08 PM	05 Mar, 2025 01:50:21 PM	03 Mar, 2025 03:25:54 PM	0:03:47		Internal
596115225350			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Mar, 2025 04:21:08 PM	05 Mar, 2025 01:50:21 PM	03 Mar, 2025 03:25:54 PM	0:03:47		Internal
596115225350			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Mar, 2025 04:21:08 PM	05 Mar, 2025 01:50:21 PM	03 Mar, 2025 03:25:54 PM	0:03:47		Internal
596115225350			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Mar, 2025 04:21:08 PM	05 Mar, 2025 01:50:21 PM	03 Mar, 2025 03:25:54 PM	0:03:47		Internal
596115225350			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Mar, 2025 04:21:08 PM	05 Mar, 2025 01:50:21 PM	03 Mar, 2025 03:25:54 PM	0:03:47		Internal
596115223660			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Mar, 2025 04:19:31 PM	05 Mar, 2025 02:18:17 PM	03 Mar, 2025 03:44:12 PM	0:04:51		Internal
596115223660			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Mar, 2025 04:19:31 PM	05 Mar, 2025 02:18:17 PM	03 Mar, 2025 03:44:12 PM	0:04:51		Internal
596115223660			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Mar, 2025 04:19:31 PM	05 Mar, 2025 02:18:17 PM	03 Mar, 2025 03:44:12 PM	0:04:51		Internal
596115223660			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Mar, 2025 04:19:31 PM	05 Mar, 2025 02:18:17 PM	03 Mar, 2025 03:44:12 PM	0:04:51		Internal
596115223660			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Mar, 2025 04:19:31 PM	05 Mar, 2025 02:18:17 PM	03 Mar, 2025 03:44:12 PM	0:04:51		Internal
596115223660			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Mar, 2025 04:19:31 PM	05 Mar, 2025 02:18:17 PM	03 Mar, 2025 03:44:12 PM	0:04:51		Internal
596115223660			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Mar, 2025 04:19:31 PM	05 Mar, 2025 02:18:17 PM	03 Mar, 2025 03:44:12 PM	0:04:51		Internal
596115223660			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Mar, 2025 04:19:31 PM	05 Mar, 2025 02:18:17 PM	03 Mar, 2025 03:44:12 PM	0:04:51		Internal
596115223660			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Mar, 2025 04:19:31 PM	05 Mar, 2025 02:18:17 PM	03 Mar, 2025 03:44:12 PM	0:04:51		Internal
596115223660			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Mar, 2025 04:19:31 PM	05 Mar, 2025 02:18:17 PM	03 Mar, 2025 03:44:12 PM	0:04:51		Internal
596115223660			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Mar, 2025 04:19:31 PM	05 Mar, 2025 02:18:17 PM	03 Mar, 2025 03:44:12 PM	0:04:51		Internal
596115223660			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Mar, 2025 04:19:31 PM	05 Mar, 2025 02:18:17 PM	03 Mar, 2025 03:44:12 PM	0:04:51		Internal
596115223660			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Mar, 2025 04:19:31 PM	05 Mar, 2025 02:18:17 PM	03 Mar, 2025 03:44:12 PM	0:04:51		Internal
596115223660			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Mar, 2025 04:19:31 PM	05 Mar, 2025 02:18:17 PM	03 Mar, 2025 03:44:12 PM	0:04:51		Internal
596115223660			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Mar, 2025 04:19:31 PM	05 Mar, 2025 02:18:17 PM	03 Mar, 2025 03:44:12 PM	0:04:51		Internal
596115223660			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Mar, 2025 04:19:31 PM	05 Mar, 2025 02:18:17 PM	03 Mar, 2025 03:44:12 PM	0:04:51		Internal
596115223660			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Mar, 2025 04:19:31 PM	05 Mar, 2025 02:18:17 PM	03 Mar, 2025 03:44:12 PM	0:04:51		Internal
596115223660			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Mar, 2025 04:19:31 PM	05 Mar, 2025 02:18:17 PM	03 Mar, 2025 03:44:12 PM	0:04:51		Internal
596115223660			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Mar, 2025 04:19:31 PM	05 Mar, 2025 02:18:17 PM	03 Mar, 2025 03:44:12 PM	0:04:51		Internal
596115223660			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Mar, 2025 04:19:31 PM	05 Mar, 2025 02:18:17 PM	03 Mar, 2025 03:44:12 PM	0:04:51		Internal
596115223660			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Mar, 2025 04:19:31 PM	05 Mar, 2025 02:18:17 PM	03 Mar, 2025 03:44:12 PM	0:04:51		Internal
596115223660			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Mar, 2025 04:19:31 PM	05 Mar, 2025 02:18:17 PM	03 Mar, 2025 03:44:12 PM	0:04:51		Internal
596115223660			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Mar, 2025 04:19:31 PM	05 Mar, 2025 02:18:17 PM	03 Mar, 2025 03:44:12 PM	0:04:51		Internal
596115223660			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Mar, 2025 04:19:31 PM	05 Mar, 2025 02:18:17 PM	03 Mar, 2025 03:44:12 PM	0:04:51		Internal
596115223660			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Mar, 2025 04:19:31 PM	05 Mar, 2025 02:18:17 PM	03 Mar, 2025 03:44:12 PM	0:04:51		Internal
596115223660			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Mar, 2025 04:19:31 PM	05 Mar, 2025 02:18:17 PM	03 Mar, 2025 03:44:12 PM	0:04:51		Internal
596115230583			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Mar, 2025 04:20:28 PM	05 Mar, 2025 02:28:14 PM	03 Mar, 2025 03:55:38 PM	0:02:45		Internal
596115230583			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Mar, 2025 04:20:28 PM	05 Mar, 2025 02:28:14 PM	03 Mar, 2025 03:55:38 PM	0:02:45		Internal
596115230583			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Mar, 2025 04:20:28 PM	05 Mar, 2025 02:28:14 PM	03 Mar, 2025 03:55:38 PM	0:02:45		Internal
596115230583			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Mar, 2025 04:20:28 PM	05 Mar, 2025 02:28:14 PM	03 Mar, 2025 03:55:38 PM	0:02:45		Internal
596115230583			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Mar, 2025 04:20:28 PM	05 Mar, 2025 02:28:14 PM	03 Mar, 2025 03:55:38 PM	0:02:45		Internal
596115230583			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Mar, 2025 04:20:28 PM	05 Mar, 2025 02:28:14 PM	03 Mar, 2025 03:55:38 PM	0:02:45		Internal
596115230583			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Mar, 2025 04:20:28 PM	05 Mar, 2025 02:28:14 PM	03 Mar, 2025 03:55:38 PM	0:02:45		Internal
596115230583			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Mar, 2025 04:20:28 PM	05 Mar, 2025 02:28:14 PM	03 Mar, 2025 03:55:38 PM	0:02:45		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596115230583	[redacted]	[redacted]	CTE_Res_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	03 Mar, 2025 04:20:28 PM	05 Mar, 2025 02:28:14 PM	03 Mar, 2025 03:55:38 PM	0:02:45		Internal
596115230583			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	03 Mar, 2025 04:20:28 PM	05 Mar, 2025 02:28:14 PM	03 Mar, 2025 03:55:38 PM	0:02:45		Internal
596115230583			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	03 Mar, 2025 04:20:28 PM	05 Mar, 2025 02:28:14 PM	03 Mar, 2025 03:55:38 PM	0:02:45		Internal
596115230583			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	03 Mar, 2025 04:20:28 PM	05 Mar, 2025 02:28:14 PM	03 Mar, 2025 03:55:38 PM	0:02:45		Internal
596115230583			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	03 Mar, 2025 04:20:28 PM	05 Mar, 2025 02:28:14 PM	03 Mar, 2025 03:55:38 PM	0:02:45		Internal
596115230583			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	03 Mar, 2025 04:20:28 PM	05 Mar, 2025 02:28:14 PM	03 Mar, 2025 03:55:38 PM	0:02:45		Internal
596115230583			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	03 Mar, 2025 04:20:28 PM	05 Mar, 2025 02:28:14 PM	03 Mar, 2025 03:55:38 PM	0:02:45		Internal
596115230583			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	03 Mar, 2025 04:20:28 PM	05 Mar, 2025 02:28:14 PM	03 Mar, 2025 03:55:38 PM	0:02:45		Internal
596115230583			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	03 Mar, 2025 04:20:28 PM	05 Mar, 2025 02:28:14 PM	03 Mar, 2025 03:55:38 PM	0:02:45		Internal
596115230583			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	03 Mar, 2025 04:20:28 PM	05 Mar, 2025 02:28:14 PM	03 Mar, 2025 03:55:38 PM	0:02:45		Internal
596115230583			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	03 Mar, 2025 04:20:28 PM	05 Mar, 2025 02:28:14 PM	03 Mar, 2025 03:55:38 PM	0:02:45		Internal
596115230583			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	03 Mar, 2025 04:20:28 PM	05 Mar, 2025 02:28:14 PM	03 Mar, 2025 03:55:38 PM	0:02:45		Internal
596115230583			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	03 Mar, 2025 04:20:28 PM	05 Mar, 2025 02:28:14 PM	03 Mar, 2025 03:55:38 PM	0:02:45		Internal
596115230583			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	03 Mar, 2025 04:20:28 PM	05 Mar, 2025 02:28:14 PM	03 Mar, 2025 03:55:38 PM	0:02:45		Internal
596115230583			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	03 Mar, 2025 04:20:28 PM	05 Mar, 2025 02:28:14 PM	03 Mar, 2025 03:55:38 PM	0:02:45		Internal
596115230583			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	03 Mar, 2025 04:20:28 PM	05 Mar, 2025 02:28:14 PM	03 Mar, 2025 03:55:38 PM	0:02:45		Internal
596115230583			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	03 Mar, 2025 04:20:28 PM	05 Mar, 2025 02:28:14 PM	03 Mar, 2025 03:55:38 PM	0:02:45		Internal
596115230583			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	03 Mar, 2025 04:20:28 PM	05 Mar, 2025 02:28:14 PM	03 Mar, 2025 03:55:38 PM	0:02:45		Internal
596115214798			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	03 Mar, 2025 04:19:53 PM	05 Mar, 2025 02:38:51 PM	03 Mar, 2025 03:04:28 PM	0:05:01		Internal
596115214798			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	03 Mar, 2025 04:19:53 PM	05 Mar, 2025 02:38:51 PM	03 Mar, 2025 03:04:28 PM	0:05:01		Internal
596115214798			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	03 Mar, 2025 04:19:53 PM	05 Mar, 2025 02:38:51 PM	03 Mar, 2025 03:04:28 PM	0:05:01		Internal
596115214798			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	03 Mar, 2025 04:19:53 PM	05 Mar, 2025 02:38:51 PM	03 Mar, 2025 03:04:28 PM	0:05:01		Internal
596115214798			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	03 Mar, 2025 04:19:53 PM	05 Mar, 2025 02:38:51 PM	03 Mar, 2025 03:04:28 PM	0:05:01		Internal
596115214798			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	03 Mar, 2025 04:19:53 PM	05 Mar, 2025 02:38:51 PM	03 Mar, 2025 03:04:28 PM	0:05:01		Internal
596115214798			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	03 Mar, 2025 04:19:53 PM	05 Mar, 2025 02:38:51 PM	03 Mar, 2025 03:04:28 PM	0:05:01		Internal
596115214798			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	03 Mar, 2025 04:19:53 PM	05 Mar, 2025 02:38:51 PM	03 Mar, 2025 03:04:28 PM	0:05:01		Internal
596115214798			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	03 Mar, 2025 04:19:53 PM	05 Mar, 2025 02:38:51 PM	03 Mar, 2025 03:04:28 PM	0:05:01		Internal
596115214798			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	03 Mar, 2025 04:19:53 PM	05 Mar, 2025 02:38:51 PM	03 Mar, 2025 03:04:28 PM	0:05:01		Internal
596115214798			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	03 Mar, 2025 04:19:53 PM	05 Mar, 2025 02:38:51 PM	03 Mar, 2025 03:04:28 PM	0:05:01		Internal
596115214798			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	03 Mar, 2025 04:19:53 PM	05 Mar, 2025 02:38:51 PM	03 Mar, 2025 03:04:28 PM	0:05:01		Internal
596115214798			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	03 Mar, 2025 04:19:53 PM	05 Mar, 2025 02:38:51 PM	03 Mar, 2025 03:04:28 PM	0:05:01		Internal
596115214798			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	03 Mar, 2025 04:19:53 PM	05 Mar, 2025 02:38:51 PM	03 Mar, 2025 03:04:28 PM	0:05:01		Internal
596115214798			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	03 Mar, 2025 04:19:53 PM	05 Mar, 2025 02:38:51 PM	03 Mar, 2025 03:04:28 PM	0:05:01		Internal
596115214798			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	03 Mar, 2025 04:19:53 PM	05 Mar, 2025 02:38:51 PM	03 Mar, 2025 03:04:28 PM	0:05:01		Internal
596115214798			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	03 Mar, 2025 04:19:53 PM	05 Mar, 2025 02:38:51 PM	03 Mar, 2025 03:04:28 PM	0:05:01		Internal
596115214798			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	03 Mar, 2025 04:19:53 PM	05 Mar, 2025 02:38:51 PM	03 Mar, 2025 03:04:28 PM	0:05:01		Internal
596115214798			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	03 Mar, 2025 04:19:53 PM	05 Mar, 2025 02:38:51 PM	03 Mar, 2025 03:04:28 PM	0:05:01		Internal
596115214798			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	03 Mar, 2025 04:19:53 PM	05 Mar, 2025 02:38:51 PM	03 Mar, 2025 03:04:28 PM	0:05:01		Internal
596115214798			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	03 Mar, 2025 04:19:53 PM	05 Mar, 2025 02:38:51 PM	03 Mar, 2025 03:04:28 PM	0:05:01		Internal
596115214798			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	03 Mar, 2025 04:19:53 PM	05 Mar, 2025 02:38:51 PM	03 Mar, 2025 03:04:28 PM	0:05:01		Internal
596115214798			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	03 Mar, 2025 04:19:53 PM	05 Mar, 2025 02:38:51 PM	03 Mar, 2025 03:04:28 PM	0:05:01		Internal
596115214798			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	03 Mar, 2025 04:19:53 PM	05 Mar, 2025 02:38:51 PM	03 Mar, 2025 03:04:28 PM	0:05:01		Internal
596115214798			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	03 Mar, 2025 04:19:53 PM	05 Mar, 2025 02:38:51 PM	03 Mar, 2025 03:04:28 PM	0:05:01		Internal
596115214798			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	03 Mar, 2025 04:19:53 PM	05 Mar, 2025 02:38:51 PM	03 Mar, 2025 03:04:28 PM	0:05:01		Internal
595161740875			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	21 Feb, 2025 05:01:24 AM	05 Mar, 2025 02:44:51 PM	19 Feb, 2025 08:34:31 PM	0:02:34		Internal
595161740875			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	21 Feb, 2025 05:01:24 AM	05 Mar, 2025 02:44:51 PM	19 Feb, 2025 08:34:31 PM	0:02:34		Internal
595161740875			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	21 Feb, 2025 05:01:24 AM	05 Mar, 2025 02:44:51 PM	19 Feb, 2025 08:34:31 PM	0:02:34		Internal
595161740875			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	21 Feb, 2025 05:01:24 AM	05 Mar, 2025 02:44:51 PM	19 Feb, 2025 08:34:31 PM	0:02:34		Internal
595161740875			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	21 Feb, 2025 05:01:24 AM	05 Mar, 2025 02:44:51 PM	19 Feb, 2025 08:34:31 PM	0:02:34		Internal
595161740875			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	21 Feb, 2025 05:01:24 AM	05 Mar, 2025 02:44:51 PM	19 Feb, 2025 08:34:31 PM	0:02:34		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595161740875	[redacted]		CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	21 Feb, 2025 05:01:24 AM	05 Mar, 2025 02:44:51 PM	19 Feb, 2025 08:34:31 PM	0:02:34		Internal
595161740875			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Feb, 2025 05:01:24 AM	05 Mar, 2025 02:44:51 PM	19 Feb, 2025 08:34:31 PM	0:02:34		Internal
595161740875			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Feb, 2025 05:01:24 AM	05 Mar, 2025 02:44:51 PM	19 Feb, 2025 08:34:31 PM	0:02:34		Internal
595161740875			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Feb, 2025 05:01:24 AM	05 Mar, 2025 02:44:51 PM	19 Feb, 2025 08:34:31 PM	0:02:34		Internal
595161740875			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Feb, 2025 05:01:24 AM	05 Mar, 2025 02:44:51 PM	19 Feb, 2025 08:34:31 PM	0:02:34		Internal
595161740875			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Feb, 2025 05:01:24 AM	05 Mar, 2025 02:44:51 PM	19 Feb, 2025 08:34:31 PM	0:02:34		Internal
595161740875			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Feb, 2025 05:01:24 AM	05 Mar, 2025 02:44:51 PM	19 Feb, 2025 08:34:31 PM	0:02:34		Internal
595161740875			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Feb, 2025 05:01:24 AM	05 Mar, 2025 02:44:51 PM	19 Feb, 2025 08:34:31 PM	0:02:34		Internal
595161740875			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Feb, 2025 05:01:24 AM	05 Mar, 2025 02:44:51 PM	19 Feb, 2025 08:34:31 PM	0:02:34		Internal
595161740875			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Feb, 2025 05:01:24 AM	05 Mar, 2025 02:44:51 PM	19 Feb, 2025 08:34:31 PM	0:02:34		Internal
595161740875			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Feb, 2025 05:01:24 AM	05 Mar, 2025 02:44:51 PM	19 Feb, 2025 08:34:31 PM	0:02:34		Internal
595161740875			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Feb, 2025 05:01:24 AM	05 Mar, 2025 02:44:51 PM	19 Feb, 2025 08:34:31 PM	0:02:34		Internal
595161740875			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Feb, 2025 05:01:24 AM	05 Mar, 2025 02:44:51 PM	19 Feb, 2025 08:34:31 PM	0:02:34		Internal
595161740875			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Feb, 2025 05:01:24 AM	05 Mar, 2025 02:44:51 PM	19 Feb, 2025 08:34:31 PM	0:02:34		Internal
595161740875			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Feb, 2025 05:01:24 AM	05 Mar, 2025 02:44:51 PM	19 Feb, 2025 08:34:31 PM	0:02:34		Internal
595161740875			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Feb, 2025 05:01:24 AM	05 Mar, 2025 02:44:51 PM	19 Feb, 2025 08:34:31 PM	0:02:34		Internal
595161740875			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		21 Feb, 2025 05:01:24 AM	05 Mar, 2025 02:44:51 PM	19 Feb, 2025 08:34:31 PM	0:02:34		Internal
595161740875			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Feb, 2025 05:01:24 AM	05 Mar, 2025 02:44:51 PM	19 Feb, 2025 08:34:31 PM	0:02:34		Internal
595161740875			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Feb, 2025 05:01:24 AM	05 Mar, 2025 02:44:51 PM	19 Feb, 2025 08:34:31 PM	0:02:34		Internal
595161740875			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Feb, 2025 05:01:24 AM	05 Mar, 2025 02:44:51 PM	19 Feb, 2025 08:34:31 PM	0:02:34		Internal
595162356975			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Feb, 2025 12:31:34 AM	05 Mar, 2025 04:45:18 PM	24 Feb, 2025 10:13:11 PM	0:03:57		Internal
595162356975			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Feb, 2025 12:31:34 AM	05 Mar, 2025 04:45:18 PM	24 Feb, 2025 10:13:11 PM	0:03:57		Internal
595162356975			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Feb, 2025 12:31:34 AM	05 Mar, 2025 04:45:18 PM	24 Feb, 2025 10:13:11 PM	0:03:57		Internal
595162356975			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Feb, 2025 12:31:34 AM	05 Mar, 2025 04:45:18 PM	24 Feb, 2025 10:13:11 PM	0:03:57		Internal
595162356975			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Feb, 2025 12:31:34 AM	05 Mar, 2025 04:45:18 PM	24 Feb, 2025 10:13:11 PM	0:03:57		Internal
595162356975			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Feb, 2025 12:31:34 AM	05 Mar, 2025 04:45:18 PM	24 Feb, 2025 10:13:11 PM	0:03:57		Internal
595162356975			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Feb, 2025 12:31:34 AM	05 Mar, 2025 04:45:18 PM	24 Feb, 2025 10:13:11 PM	0:03:57		Internal
595162356975			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Feb, 2025 12:31:34 AM	05 Mar, 2025 04:45:18 PM	24 Feb, 2025 10:13:11 PM	0:03:57		Internal
595162356975			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Feb, 2025 12:31:34 AM	05 Mar, 2025 04:45:18 PM	24 Feb, 2025 10:13:11 PM	0:03:57		Internal
595162356975			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Feb, 2025 12:31:34 AM	05 Mar, 2025 04:45:18 PM	24 Feb, 2025 10:13:11 PM	0:03:57		Internal
595162356975			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Feb, 2025 12:31:34 AM	05 Mar, 2025 04:45:18 PM	24 Feb, 2025 10:13:11 PM	0:03:57		Internal
595162356975			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Feb, 2025 12:31:34 AM	05 Mar, 2025 04:45:18 PM	24 Feb, 2025 10:13:11 PM	0:03:57		Internal
595162356975			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Feb, 2025 12:31:34 AM	05 Mar, 2025 04:45:18 PM	24 Feb, 2025 10:13:11 PM	0:03:57		Internal
595162356975			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Feb, 2025 12:31:34 AM	05 Mar, 2025 04:45:18 PM	24 Feb, 2025 10:13:11 PM	0:03:57		Internal
595162356975			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Feb, 2025 12:31:34 AM	05 Mar, 2025 04:45:18 PM	24 Feb, 2025 10:13:11 PM	0:03:57		Internal
595162356975			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Feb, 2025 12:31:34 AM	05 Mar, 2025 04:45:18 PM	24 Feb, 2025 10:13:11 PM	0:03:57		Internal
595162356975			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Feb, 2025 12:31:34 AM	05 Mar, 2025 04:45:18 PM	24 Feb, 2025 10:13:11 PM	0:03:57		Internal
595162356975			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Feb, 2025 12:31:34 AM	05 Mar, 2025 04:45:18 PM	24 Feb, 2025 10:13:11 PM	0:03:57		Internal
595162356975			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Feb, 2025 12:31:34 AM	05 Mar, 2025 04:45:18 PM	24 Feb, 2025 10:13:11 PM	0:03:57		Internal
595162356975			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Feb, 2025 12:31:34 AM	05 Mar, 2025 04:45:18 PM	24 Feb, 2025 10:13:11 PM	0:03:57		Internal

Master Contact	[redacted]	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595162356975		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Feb, 2025 12:31:34 AM	05 Mar, 2025 04:45:18 PM	24 Feb, 2025 10:13:11 PM	0:03:57		Internal
595162356975		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Feb, 2025 12:31:34 AM	05 Mar, 2025 04:45:18 PM	24 Feb, 2025 10:13:11 PM	0:03:57		Internal
595162356975		CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		25 Feb, 2025 12:31:34 AM	05 Mar, 2025 04:45:18 PM	24 Feb, 2025 10:13:11 PM	0:03:57		Internal
595162356975		CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Feb, 2025 12:31:34 AM	05 Mar, 2025 04:45:18 PM	24 Feb, 2025 10:13:11 PM	0:03:57		Internal
595162356975		CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Feb, 2025 12:31:34 AM	05 Mar, 2025 04:45:18 PM	24 Feb, 2025 10:13:11 PM	0:03:57		Internal
595162356975		CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Feb, 2025 12:31:34 AM	05 Mar, 2025 04:45:18 PM	24 Feb, 2025 10:13:11 PM	0:03:57		Internal
596115184334		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Mar, 2025 04:00:55 PM	05 Mar, 2025 04:48:12 PM	03 Mar, 2025 01:04:24 PM	0:04:15		Internal
596115184334		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Mar, 2025 04:00:55 PM	05 Mar, 2025 04:48:12 PM	03 Mar, 2025 01:04:24 PM	0:04:15		Internal
596115184334		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Mar, 2025 04:00:55 PM	05 Mar, 2025 04:48:12 PM	03 Mar, 2025 01:04:24 PM	0:04:15		Internal
596115184334		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Mar, 2025 04:00:55 PM	05 Mar, 2025 04:48:12 PM	03 Mar, 2025 01:04:24 PM	0:04:15		Internal
596115184334		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Mar, 2025 04:00:55 PM	05 Mar, 2025 04:48:12 PM	03 Mar, 2025 01:04:24 PM	0:04:15		Internal
596115184334		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Mar, 2025 04:00:55 PM	05 Mar, 2025 04:48:12 PM	03 Mar, 2025 01:04:24 PM	0:04:15		Internal
596115184334		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Mar, 2025 04:00:55 PM	05 Mar, 2025 04:48:12 PM	03 Mar, 2025 01:04:24 PM	0:04:15		Internal
596115184334		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Mar, 2025 04:00:55 PM	05 Mar, 2025 04:48:12 PM	03 Mar, 2025 01:04:24 PM	0:04:15		Internal
596115184334		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Mar, 2025 04:00:55 PM	05 Mar, 2025 04:48:12 PM	03 Mar, 2025 01:04:24 PM	0:04:15		Internal
596115184334		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Mar, 2025 04:00:55 PM	05 Mar, 2025 04:48:12 PM	03 Mar, 2025 01:04:24 PM	0:04:15		Internal
596115184334		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Mar, 2025 04:00:55 PM	05 Mar, 2025 04:48:12 PM	03 Mar, 2025 01:04:24 PM	0:04:15		Internal
596115184334		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Mar, 2025 04:00:55 PM	05 Mar, 2025 04:48:12 PM	03 Mar, 2025 01:04:24 PM	0:04:15		Internal
596115184334		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Mar, 2025 04:00:55 PM	05 Mar, 2025 04:48:12 PM	03 Mar, 2025 01:04:24 PM	0:04:15		Internal
596115184334		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Mar, 2025 04:00:55 PM	05 Mar, 2025 04:48:12 PM	03 Mar, 2025 01:04:24 PM	0:04:15		Internal
596115184334		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Mar, 2025 04:00:55 PM	05 Mar, 2025 04:48:12 PM	03 Mar, 2025 01:04:24 PM	0:04:15		Internal
596115184334		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Mar, 2025 04:00:55 PM	05 Mar, 2025 04:48:12 PM	03 Mar, 2025 01:04:24 PM	0:04:15		Internal
596115184334		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Mar, 2025 04:00:55 PM	05 Mar, 2025 04:48:12 PM	03 Mar, 2025 01:04:24 PM	0:04:15		Internal
596115184334		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Mar, 2025 04:00:55 PM	05 Mar, 2025 04:48:12 PM	03 Mar, 2025 01:04:24 PM	0:04:15		Internal
596115184334		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Mar, 2025 04:00:55 PM	05 Mar, 2025 04:48:12 PM	03 Mar, 2025 01:04:24 PM	0:04:15		Internal
596115184334		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Mar, 2025 04:00:55 PM	05 Mar, 2025 04:48:12 PM	03 Mar, 2025 01:04:24 PM	0:04:15		Internal
596115184334		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Mar, 2025 04:00:55 PM	05 Mar, 2025 04:48:12 PM	03 Mar, 2025 01:04:24 PM	0:04:15		Internal
596115184334		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Mar, 2025 04:00:55 PM	05 Mar, 2025 04:48:12 PM	03 Mar, 2025 01:04:24 PM	0:04:15		Internal
596115184334		CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Mar, 2025 04:00:55 PM	05 Mar, 2025 04:48:12 PM	03 Mar, 2025 01:04:24 PM	0:04:15		Internal
596115184334		CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Mar, 2025 04:00:55 PM	05 Mar, 2025 04:48:12 PM	03 Mar, 2025 01:04:24 PM	0:04:15		Internal
596115184334		CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Mar, 2025 04:00:55 PM	05 Mar, 2025 04:48:12 PM	03 Mar, 2025 01:04:24 PM	0:04:15		Internal
596115184334		CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Mar, 2025 04:00:55 PM	05 Mar, 2025 04:48:12 PM	03 Mar, 2025 01:04:24 PM	0:04:15		Internal
596115525014		CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Mar, 2025 03:00:21 AM	05 Mar, 2025 05:09:59 PM	04 Mar, 2025 07:03:32 PM	0:06:39		Internal
596115525014		CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Mar, 2025 03:00:21 AM	05 Mar, 2025 05:09:59 PM	04 Mar, 2025 07:03:32 PM	0:06:39		Internal
596115525014		CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Mar, 2025 03:00:21 AM	05 Mar, 2025 05:09:59 PM	04 Mar, 2025 07:03:32 PM	0:06:39		Internal
596115525014		CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Mar, 2025 03:00:21 AM	05 Mar, 2025 05:09:59 PM	04 Mar, 2025 07:03:32 PM	0:06:39		Internal
596115525014		CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Mar, 2025 03:00:21 AM	05 Mar, 2025 05:09:59 PM	04 Mar, 2025 07:03:32 PM	0:06:39		Internal
596115525014		CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 Mar, 2025 03:00:21 AM	05 Mar, 2025 05:09:59 PM	04 Mar, 2025 07:03:32 PM	0:06:39		Internal
596115525014		CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 Mar, 2025 03:00:21 AM	05 Mar, 2025 05:09:59 PM	04 Mar, 2025 07:03:32 PM	0:06:39		Internal
596115525014		CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Mar, 2025 03:00:21 AM	05 Mar, 2025 05:09:59 PM	04 Mar, 2025 07:03:32 PM	0:06:39		Internal
596115525014		CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Mar, 2025 03:00:21 AM	05 Mar, 2025 05:09:59 PM	04 Mar, 2025 07:03:32 PM	0:06:39		Internal
596115525014		CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 Mar, 2025 03:00:21 AM	05 Mar, 2025 05:09:59 PM	04 Mar, 2025 07:03:32 PM	0:06:39		Internal
596115525014		CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 Mar, 2025 03:00:21 AM	05 Mar, 2025 05:09:59 PM	04 Mar, 2025 07:03:32 PM	0:06:39		Internal
596115525014		CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Mar, 2025 03:00:21 AM	05 Mar, 2025 05:09:59 PM	04 Mar, 2025 07:03:32 PM	0:06:39		Internal
596115525014		CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Mar, 2025 03:00:21 AM	05 Mar, 2025 05:09:59 PM	04 Mar, 2025 07:03:32 PM	0:06:39		Internal
596115525014		CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 Mar, 2025 03:00:21 AM	05 Mar, 2025 05:09:59 PM	04 Mar, 2025 07:03:32 PM	0:06:39		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596115525014	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	05 Mar, 2025 03:00:21 AM	05 Mar, 2025 05:09:59 PM	04 Mar, 2025 07:03:32 PM	0:06:39		Internal
596115525014			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Mar, 2025 03:00:21 AM	05 Mar, 2025 05:09:59 PM	04 Mar, 2025 07:03:32 PM	0:06:39		Internal
596115525014			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Mar, 2025 03:00:21 AM	05 Mar, 2025 05:09:59 PM	04 Mar, 2025 07:03:32 PM	0:06:39		Internal
596115525014			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 Mar, 2025 03:00:21 AM	05 Mar, 2025 05:09:59 PM	04 Mar, 2025 07:03:32 PM	0:06:39		Internal
596115525014			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Mar, 2025 03:00:21 AM	05 Mar, 2025 05:09:59 PM	04 Mar, 2025 07:03:32 PM	0:06:39		Internal
596115525014			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Mar, 2025 03:00:21 AM	05 Mar, 2025 05:09:59 PM	04 Mar, 2025 07:03:32 PM	0:06:39		Internal
596115525014			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Mar, 2025 03:00:21 AM	05 Mar, 2025 05:09:59 PM	04 Mar, 2025 07:03:32 PM	0:06:39		Internal
596115525014			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Mar, 2025 03:00:21 AM	05 Mar, 2025 05:09:59 PM	04 Mar, 2025 07:03:32 PM	0:06:39		Internal
596115525014			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		05 Mar, 2025 03:00:21 AM	05 Mar, 2025 05:09:59 PM	04 Mar, 2025 07:03:32 PM	0:06:39		Internal
596115525014			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above				05 Mar, 2025 03:00:21 AM	05 Mar, 2025 05:09:59 PM	04 Mar, 2025 07:03:32 PM	0:06:39		Internal
596115525014			CTE_Res_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Mar, 2025 03:00:21 AM	05 Mar, 2025 05:09:59 PM	04 Mar, 2025 07:03:32 PM	0:06:39		Internal
596115525014			CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Mar, 2025 03:00:21 AM	05 Mar, 2025 05:09:59 PM	04 Mar, 2025 07:03:32 PM	0:06:39		Internal
596115329605			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Mar, 2025 08:00:56 PM	05 Mar, 2025 05:12:25 PM	03 Mar, 2025 07:32:12 PM	0:04:42		Internal
596115329605			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Mar, 2025 08:00:56 PM	05 Mar, 2025 05:12:25 PM	03 Mar, 2025 07:32:12 PM	0:04:42		Internal
596115329605			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Mar, 2025 08:00:56 PM	05 Mar, 2025 05:12:25 PM	03 Mar, 2025 07:32:12 PM	0:04:42		Internal
596115329605			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Mar, 2025 08:00:56 PM	05 Mar, 2025 05:12:25 PM	03 Mar, 2025 07:32:12 PM	0:04:42		Internal
596115329605			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Mar, 2025 08:00:56 PM	05 Mar, 2025 05:12:25 PM	03 Mar, 2025 07:32:12 PM	0:04:42		Internal
596115329605			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Mar, 2025 08:00:56 PM	05 Mar, 2025 05:12:25 PM	03 Mar, 2025 07:32:12 PM	0:04:42		Internal
596115329605			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Mar, 2025 08:00:56 PM	05 Mar, 2025 05:12:25 PM	03 Mar, 2025 07:32:12 PM	0:04:42		Internal
596115329605			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Mar, 2025 08:00:56 PM	05 Mar, 2025 05:12:25 PM	03 Mar, 2025 07:32:12 PM	0:04:42		Internal
596115329605			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Mar, 2025 08:00:56 PM	05 Mar, 2025 05:12:25 PM	03 Mar, 2025 07:32:12 PM	0:04:42		Internal
596115329605			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Mar, 2025 08:00:56 PM	05 Mar, 2025 05:12:25 PM	03 Mar, 2025 07:32:12 PM	0:04:42		Internal
596115329605			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Mar, 2025 08:00:56 PM	05 Mar, 2025 05:12:25 PM	03 Mar, 2025 07:32:12 PM	0:04:42		Internal
596115329605			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Mar, 2025 08:00:56 PM	05 Mar, 2025 05:12:25 PM	03 Mar, 2025 07:32:12 PM	0:04:42		Internal
596115329605			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Mar, 2025 08:00:56 PM	05 Mar, 2025 05:12:25 PM	03 Mar, 2025 07:32:12 PM	0:04:42		Internal
596115329605			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Mar, 2025 08:00:56 PM	05 Mar, 2025 05:12:25 PM	03 Mar, 2025 07:32:12 PM	0:04:42		Internal
596115329605			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Mar, 2025 08:00:56 PM	05 Mar, 2025 05:12:25 PM	03 Mar, 2025 07:32:12 PM	0:04:42		Internal
596115329605			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Mar, 2025 08:00:56 PM	05 Mar, 2025 05:12:25 PM	03 Mar, 2025 07:32:12 PM	0:04:42		Internal
596115329605			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Mar, 2025 08:00:56 PM	05 Mar, 2025 05:12:25 PM	03 Mar, 2025 07:32:12 PM	0:04:42		Internal
596115329605			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Mar, 2025 08:00:56 PM	05 Mar, 2025 05:12:25 PM	03 Mar, 2025 07:32:12 PM	0:04:42		Internal
596115329605			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Mar, 2025 08:00:56 PM	05 Mar, 2025 05:12:25 PM	03 Mar, 2025 07:32:12 PM	0:04:42		Internal
596115329605			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Mar, 2025 08:00:56 PM	05 Mar, 2025 05:12:25 PM	03 Mar, 2025 07:32:12 PM	0:04:42		Internal
596115329605			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Mar, 2025 08:00:56 PM	05 Mar, 2025 05:12:25 PM	03 Mar, 2025 07:32:12 PM	0:04:42		Internal
596115329605			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Mar, 2025 08:00:56 PM	05 Mar, 2025 05:12:25 PM	03 Mar, 2025 07:32:12 PM	0:04:42		Internal
596115329605			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Mar, 2025 08:00:56 PM	05 Mar, 2025 05:12:25 PM	03 Mar, 2025 07:32:12 PM	0:04:42		Internal
596115329605			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Mar, 2025 08:00:56 PM	05 Mar, 2025 05:12:25 PM	03 Mar, 2025 07:32:12 PM	0:04:42		Internal
596115329605			CTE_Bus_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Mar, 2025 08:00:56 PM	05 Mar, 2025 05:12:25 PM	03 Mar, 2025 07:32:12 PM	0:04:42		Internal
596115329605			CTE_Bus_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Mar, 2025 08:00:56 PM	05 Mar, 2025 05:12:25 PM	03 Mar, 2025 07:32:12 PM	0:04:42		Internal
596114949142			CTE_Bus_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Mar, 2025 04:55:00 PM	05 Mar, 2025 05:40:27 PM	28 Feb, 2025 03:18:12 PM	0:05:43		Internal
596114949142			CTE_Bus_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Mar, 2025 04:55:00 PM	05 Mar, 2025 05:40:27 PM	28 Feb, 2025 03:18:12 PM	0:05:43		Internal
596114949142			CTE_Bus_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Mar, 2025 04:55:00 PM	05 Mar, 2025 05:40:27 PM	28 Feb, 2025 03:18:12 PM	0:05:43		Internal
596114949142			CTE_Bus_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Mar, 2025 04:55:00 PM	05 Mar, 2025 05:40:27 PM	28 Feb, 2025 03:18:12 PM	0:05:43		Internal
596114949142			CTE_Bus_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Mar, 2025 04:55:00 PM	05 Mar, 2025 05:40:27 PM	28 Feb, 2025 03:18:12 PM	0:05:43		Internal
596114949142			CTE_Bus_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 Mar, 2025 04:55:00 PM	05 Mar, 2025 05:40:27 PM	28 Feb, 2025 03:18:12 PM	0:05:43		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596114949142	[redacted]	[redacted]	CTE_Bus_Default	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	05 Mar, 2025 04:55:00 PM	05 Mar, 2025 05:40:27 PM	28 Feb, 2025 03:18:12 PM	0:05:43		Internal
596114949142			CTE_Bus_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Mar, 2025 04:55:00 PM	05 Mar, 2025 05:40:27 PM	28 Feb, 2025 03:18:12 PM	0:05:43		Internal
596114949142			CTE_Bus_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Mar, 2025 04:55:00 PM	05 Mar, 2025 05:40:27 PM	28 Feb, 2025 03:18:12 PM	0:05:43		Internal
596114949142			CTE_Bus_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 Mar, 2025 04:55:00 PM	05 Mar, 2025 05:40:27 PM	28 Feb, 2025 03:18:12 PM	0:05:43		Internal
596114949142			CTE_Bus_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 Mar, 2025 04:55:00 PM	05 Mar, 2025 05:40:27 PM	28 Feb, 2025 03:18:12 PM	0:05:43		Internal
596114949142			CTE_Bus_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Mar, 2025 04:55:00 PM	05 Mar, 2025 05:40:27 PM	28 Feb, 2025 03:18:12 PM	0:05:43		Internal
596114949142			CTE_Bus_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Mar, 2025 04:55:00 PM	05 Mar, 2025 05:40:27 PM	28 Feb, 2025 03:18:12 PM	0:05:43		Internal
596114949142			CTE_Bus_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 Mar, 2025 04:55:00 PM	05 Mar, 2025 05:40:27 PM	28 Feb, 2025 03:18:12 PM	0:05:43		Internal
596114949142			CTE_Bus_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 Mar, 2025 04:55:00 PM	05 Mar, 2025 05:40:27 PM	28 Feb, 2025 03:18:12 PM	0:05:43		Internal
596114949142			CTE_Bus_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Mar, 2025 04:55:00 PM	05 Mar, 2025 05:40:27 PM	28 Feb, 2025 03:18:12 PM	0:05:43		Internal
596114949142			CTE_Bus_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Mar, 2025 04:55:00 PM	05 Mar, 2025 05:40:27 PM	28 Feb, 2025 03:18:12 PM	0:05:43		Internal
596114949142			CTE_Bus_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 Mar, 2025 04:55:00 PM	05 Mar, 2025 05:40:27 PM	28 Feb, 2025 03:18:12 PM	0:05:43		Internal
596114949142			CTE_Bus_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Mar, 2025 04:55:00 PM	05 Mar, 2025 05:40:27 PM	28 Feb, 2025 03:18:12 PM	0:05:43		Internal
596114949142			CTE_Bus_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Mar, 2025 04:55:00 PM	05 Mar, 2025 05:40:27 PM	28 Feb, 2025 03:18:12 PM	0:05:43		Internal
596114949142			CTE_Bus_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Mar, 2025 04:55:00 PM	05 Mar, 2025 05:40:27 PM	28 Feb, 2025 03:18:12 PM	0:05:43		Internal
596114949142			CTE_Bus_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Mar, 2025 04:55:00 PM	05 Mar, 2025 05:40:27 PM	28 Feb, 2025 03:18:12 PM	0:05:43		Internal
596114949142			CTE_Bus_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		05 Mar, 2025 04:55:00 PM	05 Mar, 2025 05:40:27 PM	28 Feb, 2025 03:18:12 PM	0:05:43		Internal
596114949142			CTE_Bus_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Mar, 2025 04:55:00 PM	05 Mar, 2025 05:40:27 PM	28 Feb, 2025 03:18:12 PM	0:05:43		Internal
596114949142			CTE_Bus_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Mar, 2025 04:55:00 PM	05 Mar, 2025 05:40:27 PM	28 Feb, 2025 03:18:12 PM	0:05:43		Internal
596114949142			CTE_Bus_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Mar, 2025 04:55:00 PM	05 Mar, 2025 05:40:27 PM	28 Feb, 2025 03:18:12 PM	0:05:43		Internal
596115449748			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Mar, 2025 04:30:54 PM	05 Mar, 2025 05:54:24 PM	04 Mar, 2025 02:54:25 PM	0:09:18		Internal
596115449748			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Mar, 2025 04:30:54 PM	05 Mar, 2025 05:54:24 PM	04 Mar, 2025 02:54:25 PM	0:09:18		Internal
596115449748			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Mar, 2025 04:30:54 PM	05 Mar, 2025 05:54:24 PM	04 Mar, 2025 02:54:25 PM	0:09:18		Internal
596115449748			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Mar, 2025 04:30:54 PM	05 Mar, 2025 05:54:24 PM	04 Mar, 2025 02:54:25 PM	0:09:18		Internal
596115449748			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Mar, 2025 04:30:54 PM	05 Mar, 2025 05:54:24 PM	04 Mar, 2025 02:54:25 PM	0:09:18		Internal
596115449748			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Mar, 2025 04:30:54 PM	05 Mar, 2025 05:54:24 PM	04 Mar, 2025 02:54:25 PM	0:09:18		Internal
596115449748			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Mar, 2025 04:30:54 PM	05 Mar, 2025 05:54:24 PM	04 Mar, 2025 02:54:25 PM	0:09:18		Internal
596115449748			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Mar, 2025 04:30:54 PM	05 Mar, 2025 05:54:24 PM	04 Mar, 2025 02:54:25 PM	0:09:18		Internal
596115449748			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Mar, 2025 04:30:54 PM	05 Mar, 2025 05:54:24 PM	04 Mar, 2025 02:54:25 PM	0:09:18		Internal
596115449748			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Mar, 2025 04:30:54 PM	05 Mar, 2025 05:54:24 PM	04 Mar, 2025 02:54:25 PM	0:09:18		Internal
596115449748			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Mar, 2025 04:30:54 PM	05 Mar, 2025 05:54:24 PM	04 Mar, 2025 02:54:25 PM	0:09:18		Internal
596115449748			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Mar, 2025 04:30:54 PM	05 Mar, 2025 05:54:24 PM	04 Mar, 2025 02:54:25 PM	0:09:18		Internal
596115449748			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Mar, 2025 04:30:54 PM	05 Mar, 2025 05:54:24 PM	04 Mar, 2025 02:54:25 PM	0:09:18		Internal
596115449748			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Mar, 2025 04:30:54 PM	05 Mar, 2025 05:54:24 PM	04 Mar, 2025 02:54:25 PM	0:09:18		Internal
596115449748			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Mar, 2025 04:30:54 PM	05 Mar, 2025 05:54:24 PM	04 Mar, 2025 02:54:25 PM	0:09:18		Internal
596115449748			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Mar, 2025 04:30:54 PM	05 Mar, 2025 05:54:24 PM	04 Mar, 2025 02:54:25 PM	0:09:18		Internal
596115449748			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Mar, 2025 04:30:54 PM	05 Mar, 2025 05:54:24 PM	04 Mar, 2025 02:54:25 PM	0:09:18		Internal
596115449748			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Mar, 2025 04:30:54 PM	05 Mar, 2025 05:54:24 PM	04 Mar, 2025 02:54:25 PM	0:09:18		Internal
596115449748			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Mar, 2025 04:30:54 PM	05 Mar, 2025 05:54:24 PM	04 Mar, 2025 02:54:25 PM	0:09:18		Internal
596115449748			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Mar, 2025 04:30:54 PM	05 Mar, 2025 05:54:24 PM	04 Mar, 2025 02:54:25 PM	0:09:18		Internal
596115449748			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Mar, 2025 04:30:54 PM	05 Mar, 2025 05:54:24 PM	04 Mar, 2025 02:54:25 PM	0:09:18		Internal
596115449748			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Mar, 2025 04:30:54 PM	05 Mar, 2025 05:54:24 PM	04 Mar, 2025 02:54:25 PM	0:09:18		Internal
596115449748			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		04 Mar, 2025 04:30:54 PM	05 Mar, 2025 05:54:24 PM	04 Mar, 2025 02:54:25 PM	0:09:18		Internal
596115449748			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Mar, 2025 04:30:54 PM	05 Mar, 2025 05:54:24 PM	04 Mar, 2025 02:54:25 PM	0:09:18		Internal
596115449748			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Mar, 2025 04:30:54 PM	05 Mar, 2025 05:54:24 PM	04 Mar, 2025 02:54:25 PM	0:09:18		Internal
596115449748			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Mar, 2025 04:30:54 PM	05 Mar, 2025 05:54:24 PM	04 Mar, 2025 02:54:25 PM	0:09:18		Internal

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
595162430379		CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Feb, 2025 04:31:43 PM	05 Mar, 2025 07:31:18 PM	25 Feb, 2025 03:22:40 PM	0:03:02		Internal
595162430379		CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Feb, 2025 04:31:43 PM	05 Mar, 2025 07:31:18 PM	25 Feb, 2025 03:22:40 PM	0:03:02		Internal
595162430379		CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Feb, 2025 04:31:43 PM	05 Mar, 2025 07:31:18 PM	25 Feb, 2025 03:22:40 PM	0:03:02		Internal
595162430379		CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Feb, 2025 04:31:43 PM	05 Mar, 2025 07:31:18 PM	25 Feb, 2025 03:22:40 PM	0:03:02		Internal
595162430379		CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Feb, 2025 04:31:43 PM	05 Mar, 2025 07:31:18 PM	25 Feb, 2025 03:22:40 PM	0:03:02		Internal
595162430379		CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Feb, 2025 04:31:43 PM	05 Mar, 2025 07:31:18 PM	25 Feb, 2025 03:22:40 PM	0:03:02		Internal
595162430379		CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Feb, 2025 04:31:43 PM	05 Mar, 2025 07:31:18 PM	25 Feb, 2025 03:22:40 PM	0:03:02		Internal
595162430379		CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Feb, 2025 04:31:43 PM	05 Mar, 2025 07:31:18 PM	25 Feb, 2025 03:22:40 PM	0:03:02		Internal
595162430379		CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Feb, 2025 04:31:43 PM	05 Mar, 2025 07:31:18 PM	25 Feb, 2025 03:22:40 PM	0:03:02		Internal
595162430379		CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Feb, 2025 04:31:43 PM	05 Mar, 2025 07:31:18 PM	25 Feb, 2025 03:22:40 PM	0:03:02		Internal
595162430379		CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Feb, 2025 04:31:43 PM	05 Mar, 2025 07:31:18 PM	25 Feb, 2025 03:22:40 PM	0:03:02		Internal
595162430379		CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Feb, 2025 04:31:43 PM	05 Mar, 2025 07:31:18 PM	25 Feb, 2025 03:22:40 PM	0:03:02		Internal
595162430379		CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Feb, 2025 04:31:43 PM	05 Mar, 2025 07:31:18 PM	25 Feb, 2025 03:22:40 PM	0:03:02		Internal
595162430379		CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Feb, 2025 04:31:43 PM	05 Mar, 2025 07:31:18 PM	25 Feb, 2025 03:22:40 PM	0:03:02		Internal
595162430379		CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Feb, 2025 04:31:43 PM	05 Mar, 2025 07:31:18 PM	25 Feb, 2025 03:22:40 PM	0:03:02		Internal
595162430379		CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Feb, 2025 04:31:43 PM	05 Mar, 2025 07:31:18 PM	25 Feb, 2025 03:22:40 PM	0:03:02		Internal
595162430379		CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Feb, 2025 04:31:43 PM	05 Mar, 2025 07:31:18 PM	25 Feb, 2025 03:22:40 PM	0:03:02		Internal
595162430379		CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Feb, 2025 04:31:43 PM	05 Mar, 2025 07:31:18 PM	25 Feb, 2025 03:22:40 PM	0:03:02		Internal
595162430379		CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Feb, 2025 04:31:43 PM	05 Mar, 2025 07:31:18 PM	25 Feb, 2025 03:22:40 PM	0:03:02		Internal
595162430379		CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Feb, 2025 04:31:43 PM	05 Mar, 2025 07:31:18 PM	25 Feb, 2025 03:22:40 PM	0:03:02		Internal
595162430379		CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Feb, 2025 04:31:43 PM	05 Mar, 2025 07:31:18 PM	25 Feb, 2025 03:22:40 PM	0:03:02		Internal
595162430379		CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Feb, 2025 04:31:43 PM	05 Mar, 2025 07:31:18 PM	25 Feb, 2025 03:22:40 PM	0:03:02		Internal
595162430379		CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		25 Feb, 2025 04:31:43 PM	05 Mar, 2025 07:31:18 PM	25 Feb, 2025 03:22:40 PM	0:03:02		Internal
595162430379		CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Feb, 2025 04:31:43 PM	05 Mar, 2025 07:31:18 PM	25 Feb, 2025 03:22:40 PM	0:03:02		Internal
595162430379		CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Feb, 2025 04:31:43 PM	05 Mar, 2025 07:31:18 PM	25 Feb, 2025 03:22:40 PM	0:03:02		Internal
595162430379		CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Feb, 2025 04:31:43 PM	05 Mar, 2025 07:31:18 PM	25 Feb, 2025 03:22:40 PM	0:03:02		Internal
596115622209		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Mar, 2025 03:00:20 PM	05 Mar, 2025 07:31:43 PM	05 Mar, 2025 02:01:41 PM	0:04:27		Internal
596115622209		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Mar, 2025 03:00:20 PM	05 Mar, 2025 07:31:43 PM	05 Mar, 2025 02:01:41 PM	0:04:27		Internal
596115622209		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Mar, 2025 03:00:20 PM	05 Mar, 2025 07:31:43 PM	05 Mar, 2025 02:01:41 PM	0:04:27		Internal
596115622209		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Mar, 2025 03:00:20 PM	05 Mar, 2025 07:31:43 PM	05 Mar, 2025 02:01:41 PM	0:04:27		Internal
596115622209		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Mar, 2025 03:00:20 PM	05 Mar, 2025 07:31:43 PM	05 Mar, 2025 02:01:41 PM	0:04:27		Internal
596115622209		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 Mar, 2025 03:00:20 PM	05 Mar, 2025 07:31:43 PM	05 Mar, 2025 02:01:41 PM	0:04:27		Internal
596115622209		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 Mar, 2025 03:00:20 PM	05 Mar, 2025 07:31:43 PM	05 Mar, 2025 02:01:41 PM	0:04:27		Internal
596115622209		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Mar, 2025 03:00:20 PM	05 Mar, 2025 07:31:43 PM	05 Mar, 2025 02:01:41 PM	0:04:27		Internal
596115622209		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Mar, 2025 03:00:20 PM	05 Mar, 2025 07:31:43 PM	05 Mar, 2025 02:01:41 PM	0:04:27		Internal
596115622209		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 Mar, 2025 03:00:20 PM	05 Mar, 2025 07:31:43 PM	05 Mar, 2025 02:01:41 PM	0:04:27		Internal
596115622209		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 Mar, 2025 03:00:20 PM	05 Mar, 2025 07:31:43 PM	05 Mar, 2025 02:01:41 PM	0:04:27		Internal
596115622209		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Mar, 2025 03:00:20 PM	05 Mar, 2025 07:31:43 PM	05 Mar, 2025 02:01:41 PM	0:04:27		Internal
596115622209		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Mar, 2025 03:00:20 PM	05 Mar, 2025 07:31:43 PM	05 Mar, 2025 02:01:41 PM	0:04:27		Internal
596115622209		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 Mar, 2025 03:00:20 PM	05 Mar, 2025 07:31:43 PM	05 Mar, 2025 02:01:41 PM	0:04:27		Internal
596115622209		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 Mar, 2025 03:00:20 PM	05 Mar, 2025 07:31:43 PM	05 Mar, 2025 02:01:41 PM	0:04:27		Internal
596115622209		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Mar, 2025 03:00:20 PM	05 Mar, 2025 07:31:43 PM	05 Mar, 2025 02:01:41 PM	0:04:27		Internal
596115622209		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Mar, 2025 03:00:20 PM	05 Mar, 2025 07:31:43 PM	05 Mar, 2025 02:01:41 PM	0:04:27		Internal
596115622209		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 Mar, 2025 03:00:20 PM	05 Mar, 2025 07:31:43 PM	05 Mar, 2025 02:01:41 PM	0:04:27		Internal

Master Contact		Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596115622209		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Mar, 2025 03:00:20 PM	05 Mar, 2025 07:31:43 PM	05 Mar, 2025 02:01:41 PM	0:04:27		Internal
596115622209		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Mar, 2025 03:00:20 PM	05 Mar, 2025 07:31:43 PM	05 Mar, 2025 02:01:41 PM	0:04:27		Internal
596115622209		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Mar, 2025 03:00:20 PM	05 Mar, 2025 07:31:43 PM	05 Mar, 2025 02:01:41 PM	0:04:27		Internal
596115622209		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Mar, 2025 03:00:20 PM	05 Mar, 2025 07:31:43 PM	05 Mar, 2025 02:01:41 PM	0:04:27		Internal
596115622209		CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		05 Mar, 2025 03:00:20 PM	05 Mar, 2025 07:31:43 PM	05 Mar, 2025 02:01:41 PM	0:04:27		Internal
596115622209		CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Mar, 2025 03:00:20 PM	05 Mar, 2025 07:31:43 PM	05 Mar, 2025 02:01:41 PM	0:04:27		Internal
596115622209		CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Mar, 2025 03:00:20 PM	05 Mar, 2025 07:31:43 PM	05 Mar, 2025 02:01:41 PM	0:04:27		Internal
596115622209		CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Mar, 2025 03:00:20 PM	05 Mar, 2025 07:31:43 PM	05 Mar, 2025 02:01:41 PM	0:04:27		Internal
596115186644		CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Mar, 2025 08:00:55 PM	05 Mar, 2025 07:41:06 PM	03 Mar, 2025 01:15:16 PM	0:03:32		Internal
596115186644		CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Mar, 2025 08:00:55 PM	05 Mar, 2025 07:41:06 PM	03 Mar, 2025 01:15:16 PM	0:03:32		Internal
596115186644		CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Mar, 2025 08:00:55 PM	05 Mar, 2025 07:41:06 PM	03 Mar, 2025 01:15:16 PM	0:03:32		Internal
596115186644		CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Mar, 2025 08:00:55 PM	05 Mar, 2025 07:41:06 PM	03 Mar, 2025 01:15:16 PM	0:03:32		Internal
596115186644		CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Mar, 2025 08:00:55 PM	05 Mar, 2025 07:41:06 PM	03 Mar, 2025 01:15:16 PM	0:03:32		Internal
596115186644		CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Mar, 2025 08:00:55 PM	05 Mar, 2025 07:41:06 PM	03 Mar, 2025 01:15:16 PM	0:03:32		Internal
596115186644		CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Mar, 2025 08:00:55 PM	05 Mar, 2025 07:41:06 PM	03 Mar, 2025 01:15:16 PM	0:03:32		Internal
596115186644		CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Mar, 2025 08:00:55 PM	05 Mar, 2025 07:41:06 PM	03 Mar, 2025 01:15:16 PM	0:03:32		Internal
596115186644		CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Mar, 2025 08:00:55 PM	05 Mar, 2025 07:41:06 PM	03 Mar, 2025 01:15:16 PM	0:03:32		Internal
596115186644		CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Mar, 2025 08:00:55 PM	05 Mar, 2025 07:41:06 PM	03 Mar, 2025 01:15:16 PM	0:03:32		Internal
596115186644		CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Mar, 2025 08:00:55 PM	05 Mar, 2025 07:41:06 PM	03 Mar, 2025 01:15:16 PM	0:03:32		Internal
596115186644		CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Mar, 2025 08:00:55 PM	05 Mar, 2025 07:41:06 PM	03 Mar, 2025 01:15:16 PM	0:03:32		Internal
596115186644		CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Mar, 2025 08:00:55 PM	05 Mar, 2025 07:41:06 PM	03 Mar, 2025 01:15:16 PM	0:03:32		Internal
596115186644		CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Mar, 2025 08:00:55 PM	05 Mar, 2025 07:41:06 PM	03 Mar, 2025 01:15:16 PM	0:03:32		Internal
596115186644		CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Mar, 2025 08:00:55 PM	05 Mar, 2025 07:41:06 PM	03 Mar, 2025 01:15:16 PM	0:03:32		Internal
596115186644		CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Mar, 2025 08:00:55 PM	05 Mar, 2025 07:41:06 PM	03 Mar, 2025 01:15:16 PM	0:03:32		Internal
596115186644		CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Mar, 2025 08:00:55 PM	05 Mar, 2025 07:41:06 PM	03 Mar, 2025 01:15:16 PM	0:03:32		Internal
596115186644		CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Mar, 2025 08:00:55 PM	05 Mar, 2025 07:41:06 PM	03 Mar, 2025 01:15:16 PM	0:03:32		Internal
596115186644		CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Mar, 2025 08:00:55 PM	05 Mar, 2025 07:41:06 PM	03 Mar, 2025 01:15:16 PM	0:03:32		Internal
596115186644		CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Mar, 2025 08:00:55 PM	05 Mar, 2025 07:41:06 PM	03 Mar, 2025 01:15:16 PM	0:03:32		Internal
596115186644		CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Mar, 2025 08:00:55 PM	05 Mar, 2025 07:41:06 PM	03 Mar, 2025 01:15:16 PM	0:03:32		Internal
596115186644		CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Mar, 2025 08:00:55 PM	05 Mar, 2025 07:41:06 PM	03 Mar, 2025 01:15:16 PM	0:03:32		Internal
596115186644		CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Mar, 2025 08:00:55 PM	05 Mar, 2025 07:41:06 PM	03 Mar, 2025 01:15:16 PM	0:03:32		Internal
596115186644		CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Mar, 2025 08:00:55 PM	05 Mar, 2025 07:41:06 PM	03 Mar, 2025 01:15:16 PM	0:03:32		Internal
596115186644		CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Mar, 2025 08:00:55 PM	05 Mar, 2025 07:41:06 PM	03 Mar, 2025 01:15:16 PM	0:03:32		Internal
596115186644		CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Mar, 2025 08:00:55 PM	05 Mar, 2025 07:41:06 PM	03 Mar, 2025 01:15:16 PM	0:03:32		Internal
596115247632		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Mar, 2025 03:00:22 AM	05 Mar, 2025 07:50:02 PM	03 Mar, 2025 03:49:39 PM	0:02:15		Internal
596115247632		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Mar, 2025 03:00:22 AM	05 Mar, 2025 07:50:02 PM	03 Mar, 2025 03:49:39 PM	0:02:15		Internal
596115247632		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Mar, 2025 03:00:22 AM	05 Mar, 2025 07:50:02 PM	03 Mar, 2025 03:49:39 PM	0:02:15		Internal
596115247632		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Mar, 2025 03:00:22 AM	05 Mar, 2025 07:50:02 PM	03 Mar, 2025 03:49:39 PM	0:02:15		Internal
596115247632		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Mar, 2025 03:00:22 AM	05 Mar, 2025 07:50:02 PM	03 Mar, 2025 03:49:39 PM	0:02:15		Internal
596115247632		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 Mar, 2025 03:00:22 AM	05 Mar, 2025 07:50:02 PM	03 Mar, 2025 03:49:39 PM	0:02:15		Internal
596115247632		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 Mar, 2025 03:00:22 AM	05 Mar, 2025 07:50:02 PM	03 Mar, 2025 03:49:39 PM	0:02:15		Internal
596115247632		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Mar, 2025 03:00:22 AM	05 Mar, 2025 07:50:02 PM	03 Mar, 2025 03:49:39 PM	0:02:15		Internal
596115247632		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Mar, 2025 03:00:22 AM	05 Mar, 2025 07:50:02 PM	03 Mar, 2025 03:49:39 PM	0:02:15		Internal
596115247632		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 Mar, 2025 03:00:22 AM	05 Mar, 2025 07:50:02 PM	03 Mar, 2025 03:49:39 PM	0:02:15		Internal
596115247632		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 Mar, 2025 03:00:22 AM	05 Mar, 2025 07:50:02 PM	03 Mar, 2025 03:49:39 PM	0:02:15		Internal
596115247632		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Mar, 2025 03:00:22 AM	05 Mar, 2025 07:50:02 PM	03 Mar, 2025 03:49:39 PM	0:02:15		Internal
596115247632		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Mar, 2025 03:00:22 AM	05 Mar, 2025 07:50:02 PM	03 Mar, 2025 03:49:39 PM	0:02:15		Internal
596115247632		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 Mar, 2025 03:00:22 AM	05 Mar, 2025 07:50:02 PM	03 Mar, 2025 03:49:39 PM	0:02:15		Internal

Master Contact		Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596115247632	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	05 Mar, 2025 03:00:22 AM	05 Mar, 2025 07:50:02 PM	03 Mar, 2025 03:49:39 PM	0:02:15		Internal
596115247632		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Mar, 2025 03:00:22 AM	05 Mar, 2025 07:50:02 PM	03 Mar, 2025 03:49:39 PM	0:02:15		Internal
596115247632		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Mar, 2025 03:00:22 AM	05 Mar, 2025 07:50:02 PM	03 Mar, 2025 03:49:39 PM	0:02:15		Internal
596115247632		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 Mar, 2025 03:00:22 AM	05 Mar, 2025 07:50:02 PM	03 Mar, 2025 03:49:39 PM	0:02:15		Internal
596115247632		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Mar, 2025 03:00:22 AM	05 Mar, 2025 07:50:02 PM	03 Mar, 2025 03:49:39 PM	0:02:15		Internal
596115247632		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Mar, 2025 03:00:22 AM	05 Mar, 2025 07:50:02 PM	03 Mar, 2025 03:49:39 PM	0:02:15		Internal
596115247632		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Mar, 2025 03:00:22 AM	05 Mar, 2025 07:50:02 PM	03 Mar, 2025 03:49:39 PM	0:02:15		Internal
596115247632		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Mar, 2025 03:00:22 AM	05 Mar, 2025 07:50:02 PM	03 Mar, 2025 03:49:39 PM	0:02:15		Internal
596115247632		CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		05 Mar, 2025 03:00:22 AM	05 Mar, 2025 07:50:02 PM	03 Mar, 2025 03:49:39 PM	0:02:15		Internal
596115247632		CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Mar, 2025 03:00:22 AM	05 Mar, 2025 07:50:02 PM	03 Mar, 2025 03:49:39 PM	0:02:15		Internal
596115247632		CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Mar, 2025 03:00:22 AM	05 Mar, 2025 07:50:02 PM	03 Mar, 2025 03:49:39 PM	0:02:15		Internal
596115247632		CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Mar, 2025 03:00:22 AM	05 Mar, 2025 07:50:02 PM	03 Mar, 2025 03:49:39 PM	0:02:15		Internal
596114912951		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Mar, 2025 04:19:18 PM	05 Mar, 2025 08:00:16 PM	28 Feb, 2025 10:46:22 AM	0:05:27		Internal
596114912951		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Mar, 2025 04:19:18 PM	05 Mar, 2025 08:00:16 PM	28 Feb, 2025 10:46:22 AM	0:05:27		Internal
596114912951		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Mar, 2025 04:19:18 PM	05 Mar, 2025 08:00:16 PM	28 Feb, 2025 10:46:22 AM	0:05:27		Internal
596114912951		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Mar, 2025 04:19:18 PM	05 Mar, 2025 08:00:16 PM	28 Feb, 2025 10:46:22 AM	0:05:27		Internal
596114912951		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Mar, 2025 04:19:18 PM	05 Mar, 2025 08:00:16 PM	28 Feb, 2025 10:46:22 AM	0:05:27		Internal
596114912951		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Mar, 2025 04:19:18 PM	05 Mar, 2025 08:00:16 PM	28 Feb, 2025 10:46:22 AM	0:05:27		Internal
596114912951		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Mar, 2025 04:19:18 PM	05 Mar, 2025 08:00:16 PM	28 Feb, 2025 10:46:22 AM	0:05:27		Internal
596114912951		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Mar, 2025 04:19:18 PM	05 Mar, 2025 08:00:16 PM	28 Feb, 2025 10:46:22 AM	0:05:27		Internal
596114912951		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Mar, 2025 04:19:18 PM	05 Mar, 2025 08:00:16 PM	28 Feb, 2025 10:46:22 AM	0:05:27		Internal
596114912951		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Mar, 2025 04:19:18 PM	05 Mar, 2025 08:00:16 PM	28 Feb, 2025 10:46:22 AM	0:05:27		Internal
596114912951		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Mar, 2025 04:19:18 PM	05 Mar, 2025 08:00:16 PM	28 Feb, 2025 10:46:22 AM	0:05:27		Internal
596114912951		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Mar, 2025 04:19:18 PM	05 Mar, 2025 08:00:16 PM	28 Feb, 2025 10:46:22 AM	0:05:27		Internal
596114912951		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Mar, 2025 04:19:18 PM	05 Mar, 2025 08:00:16 PM	28 Feb, 2025 10:46:22 AM	0:05:27		Internal
596114912951		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Mar, 2025 04:19:18 PM	05 Mar, 2025 08:00:16 PM	28 Feb, 2025 10:46:22 AM	0:05:27		Internal
596114912951		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Mar, 2025 04:19:18 PM	05 Mar, 2025 08:00:16 PM	28 Feb, 2025 10:46:22 AM	0:05:27		Internal
596114912951		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Mar, 2025 04:19:18 PM	05 Mar, 2025 08:00:16 PM	28 Feb, 2025 10:46:22 AM	0:05:27		Internal
596114912951		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Mar, 2025 04:19:18 PM	05 Mar, 2025 08:00:16 PM	28 Feb, 2025 10:46:22 AM	0:05:27		Internal
596114912951		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Mar, 2025 04:19:18 PM	05 Mar, 2025 08:00:16 PM	28 Feb, 2025 10:46:22 AM	0:05:27		Internal
596114912951		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Mar, 2025 04:19:18 PM	05 Mar, 2025 08:00:16 PM	28 Feb, 2025 10:46:22 AM	0:05:27		Internal
596114912951		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Mar, 2025 04:19:18 PM	05 Mar, 2025 08:00:16 PM	28 Feb, 2025 10:46:22 AM	0:05:27		Internal
596114912951		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Mar, 2025 04:19:18 PM	05 Mar, 2025 08:00:16 PM	28 Feb, 2025 10:46:22 AM	0:05:27		Internal
596114912951		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Mar, 2025 04:19:18 PM	05 Mar, 2025 08:00:16 PM	28 Feb, 2025 10:46:22 AM	0:05:27		Internal
596114912951		CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Mar, 2025 04:19:18 PM	05 Mar, 2025 08:00:16 PM	28 Feb, 2025 10:46:22 AM	0:05:27		Internal
596114912951		CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Mar, 2025 04:19:18 PM	05 Mar, 2025 08:00:16 PM	28 Feb, 2025 10:46:22 AM	0:05:27		Internal
596114912951		CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Mar, 2025 04:19:18 PM	05 Mar, 2025 08:00:16 PM	28 Feb, 2025 10:46:22 AM	0:05:27		Internal
596114912951		CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Mar, 2025 04:19:18 PM	05 Mar, 2025 08:00:16 PM	28 Feb, 2025 10:46:22 AM	0:05:27		Internal
596115241913		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Mar, 2025 11:00:18 AM	05 Mar, 2025 08:04:52 PM	03 Mar, 2025 04:09:42 PM	0:02:58		Internal
596115241913		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Mar, 2025 11:00:18 AM	05 Mar, 2025 08:04:52 PM	03 Mar, 2025 04:09:42 PM	0:02:58		Internal
596115241913		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Mar, 2025 11:00:18 AM	05 Mar, 2025 08:04:52 PM	03 Mar, 2025 04:09:42 PM	0:02:58		Internal
596115241913		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Mar, 2025 11:00:18 AM	05 Mar, 2025 08:04:52 PM	03 Mar, 2025 04:09:42 PM	0:02:58		Internal
596115241913		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Mar, 2025 11:00:18 AM	05 Mar, 2025 08:04:52 PM	03 Mar, 2025 04:09:42 PM	0:02:58		Internal
596115241913		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 Mar, 2025 11:00:18 AM	05 Mar, 2025 08:04:52 PM	03 Mar, 2025 04:09:42 PM	0:02:58		Internal
596115241913		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 Mar, 2025 11:00:18 AM	05 Mar, 2025 08:04:52 PM	03 Mar, 2025 04:09:42 PM	0:02:58		Internal
596115241913		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Mar, 2025 11:00:18 AM	05 Mar, 2025 08:04:52 PM	03 Mar, 2025 04:09:42 PM	0:02:58		Internal
596115241913		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Mar, 2025 11:00:18 AM	05 Mar, 2025 08:04:52 PM	03 Mar, 2025 04:09:42 PM	0:02:58		Internal
596115241913		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 Mar, 2025 11:00:18 AM	05 Mar, 2025 08:04:52 PM	03 Mar, 2025 04:09:42 PM	0:02:58		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596115241913	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	05 Mar, 2025 11:00:18 AM	05 Mar, 2025 08:04:52 PM	03 Mar, 2025 04:09:42 PM	0:02:58		Internal
596115241913			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Mar, 2025 11:00:18 AM	05 Mar, 2025 08:04:52 PM	03 Mar, 2025 04:09:42 PM	0:02:58		Internal
596115241913			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Mar, 2025 11:00:18 AM	05 Mar, 2025 08:04:52 PM	03 Mar, 2025 04:09:42 PM	0:02:58		Internal
596115241913			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 Mar, 2025 11:00:18 AM	05 Mar, 2025 08:04:52 PM	03 Mar, 2025 04:09:42 PM	0:02:58		Internal
596115241913			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 Mar, 2025 11:00:18 AM	05 Mar, 2025 08:04:52 PM	03 Mar, 2025 04:09:42 PM	0:02:58		Internal
596115241913			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Mar, 2025 11:00:18 AM	05 Mar, 2025 08:04:52 PM	03 Mar, 2025 04:09:42 PM	0:02:58		Internal
596115241913			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Mar, 2025 11:00:18 AM	05 Mar, 2025 08:04:52 PM	03 Mar, 2025 04:09:42 PM	0:02:58		Internal
596115241913			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 Mar, 2025 11:00:18 AM	05 Mar, 2025 08:04:52 PM	03 Mar, 2025 04:09:42 PM	0:02:58		Internal
596115241913			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Mar, 2025 11:00:18 AM	05 Mar, 2025 08:04:52 PM	03 Mar, 2025 04:09:42 PM	0:02:58		Internal
596115241913			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Mar, 2025 11:00:18 AM	05 Mar, 2025 08:04:52 PM	03 Mar, 2025 04:09:42 PM	0:02:58		Internal
596115241913			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Mar, 2025 11:00:18 AM	05 Mar, 2025 08:04:52 PM	03 Mar, 2025 04:09:42 PM	0:02:58		Internal
596115241913			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Mar, 2025 11:00:18 AM	05 Mar, 2025 08:04:52 PM	03 Mar, 2025 04:09:42 PM	0:02:58		Internal
596115241913			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		05 Mar, 2025 11:00:18 AM	05 Mar, 2025 08:04:52 PM	03 Mar, 2025 04:09:42 PM	0:02:58		Internal
596115241913			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Mar, 2025 11:00:18 AM	05 Mar, 2025 08:04:52 PM	03 Mar, 2025 04:09:42 PM	0:02:58		Internal
596115241913			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Mar, 2025 11:00:18 AM	05 Mar, 2025 08:04:52 PM	03 Mar, 2025 04:09:42 PM	0:02:58		Internal
596115241913			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Mar, 2025 11:00:18 AM	05 Mar, 2025 08:04:52 PM	03 Mar, 2025 04:09:42 PM	0:02:58		Internal
596115380757			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Mar, 2025 08:34:32 PM	05 Mar, 2025 08:55:29 PM	03 Mar, 2025 09:43:11 PM	0:04:08		Internal
596115380757			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Mar, 2025 08:34:32 PM	05 Mar, 2025 08:55:29 PM	03 Mar, 2025 09:43:11 PM	0:04:08		Internal
596115380757			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Mar, 2025 08:34:32 PM	05 Mar, 2025 08:55:29 PM	03 Mar, 2025 09:43:11 PM	0:04:08		Internal
596115380757			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Mar, 2025 08:34:32 PM	05 Mar, 2025 08:55:29 PM	03 Mar, 2025 09:43:11 PM	0:04:08		Internal
596115380757			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Mar, 2025 08:34:32 PM	05 Mar, 2025 08:55:29 PM	03 Mar, 2025 09:43:11 PM	0:04:08		Internal
596115380757			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 Mar, 2025 08:34:32 PM	05 Mar, 2025 08:55:29 PM	03 Mar, 2025 09:43:11 PM	0:04:08		Internal
596115380757			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 Mar, 2025 08:34:32 PM	05 Mar, 2025 08:55:29 PM	03 Mar, 2025 09:43:11 PM	0:04:08		Internal
596115380757			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Mar, 2025 08:34:32 PM	05 Mar, 2025 08:55:29 PM	03 Mar, 2025 09:43:11 PM	0:04:08		Internal
596115380757			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Mar, 2025 08:34:32 PM	05 Mar, 2025 08:55:29 PM	03 Mar, 2025 09:43:11 PM	0:04:08		Internal
596115380757			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 Mar, 2025 08:34:32 PM	05 Mar, 2025 08:55:29 PM	03 Mar, 2025 09:43:11 PM	0:04:08		Internal
596115380757			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 Mar, 2025 08:34:32 PM	05 Mar, 2025 08:55:29 PM	03 Mar, 2025 09:43:11 PM	0:04:08		Internal
596115380757			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Mar, 2025 08:34:32 PM	05 Mar, 2025 08:55:29 PM	03 Mar, 2025 09:43:11 PM	0:04:08		Internal
596115380757			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Mar, 2025 08:34:32 PM	05 Mar, 2025 08:55:29 PM	03 Mar, 2025 09:43:11 PM	0:04:08		Internal
596115380757			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 Mar, 2025 08:34:32 PM	05 Mar, 2025 08:55:29 PM	03 Mar, 2025 09:43:11 PM	0:04:08		Internal
596115380757			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 Mar, 2025 08:34:32 PM	05 Mar, 2025 08:55:29 PM	03 Mar, 2025 09:43:11 PM	0:04:08		Internal
596115380757			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Mar, 2025 08:34:32 PM	05 Mar, 2025 08:55:29 PM	03 Mar, 2025 09:43:11 PM	0:04:08		Internal
596115380757			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Mar, 2025 08:34:32 PM	05 Mar, 2025 08:55:29 PM	03 Mar, 2025 09:43:11 PM	0:04:08		Internal
596115380757			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 Mar, 2025 08:34:32 PM	05 Mar, 2025 08:55:29 PM	03 Mar, 2025 09:43:11 PM	0:04:08		Internal
596115380757			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Mar, 2025 08:34:32 PM	05 Mar, 2025 08:55:29 PM	03 Mar, 2025 09:43:11 PM	0:04:08		Internal
596115380757			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Mar, 2025 08:34:32 PM	05 Mar, 2025 08:55:29 PM	03 Mar, 2025 09:43:11 PM	0:04:08		Internal
596115380757			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Mar, 2025 08:34:32 PM	05 Mar, 2025 08:55:29 PM	03 Mar, 2025 09:43:11 PM	0:04:08		Internal
596115380757			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Mar, 2025 08:34:32 PM	05 Mar, 2025 08:55:29 PM	03 Mar, 2025 09:43:11 PM	0:04:08		Internal
596115380757			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		05 Mar, 2025 08:34:32 PM	05 Mar, 2025 08:55:29 PM	03 Mar, 2025 09:43:11 PM	0:04:08		Internal
596115380757			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Mar, 2025 08:34:32 PM	05 Mar, 2025 08:55:29 PM	03 Mar, 2025 09:43:11 PM	0:04:08		Internal
596115380757			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Mar, 2025 08:34:32 PM	05 Mar, 2025 08:55:29 PM	03 Mar, 2025 09:43:11 PM	0:04:08		Internal
596115380757			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Mar, 2025 08:34:32 PM	05 Mar, 2025 08:55:29 PM	03 Mar, 2025 09:43:11 PM	0:04:08		Internal
596115186903			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Mar, 2025 04:00:51 PM	06 Mar, 2025 12:35:12 PM	03 Mar, 2025 01:19:30 PM	0:07:29		Internal
596115186903			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Mar, 2025 04:00:51 PM	06 Mar, 2025 12:35:12 PM	03 Mar, 2025 01:19:30 PM	0:07:29		Internal
596115186903			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Mar, 2025 04:00:51 PM	06 Mar, 2025 12:35:12 PM	03 Mar, 2025 01:19:30 PM	0:07:29		Internal
596115186903			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Mar, 2025 04:00:51 PM	06 Mar, 2025 12:35:12 PM	03 Mar, 2025 01:19:30 PM	0:07:29		Internal
596115186903			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Mar, 2025 04:00:51 PM	06 Mar, 2025 12:35:12 PM	03 Mar, 2025 01:19:30 PM	0:07:29		Internal

Master Contact		Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Ty		Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596115186903	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	[redacted]	03 Mar, 2025 04:00:51 PM	06 Mar, 2025 12:35:12 PM	03 Mar, 2025 01:19:30 PM	0:07:29		Internal
596115186903		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Mar, 2025 04:00:51 PM	06 Mar, 2025 12:35:12 PM	03 Mar, 2025 01:19:30 PM	0:07:29		Internal
596115186903		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Mar, 2025 04:00:51 PM	06 Mar, 2025 12:35:12 PM	03 Mar, 2025 01:19:30 PM	0:07:29		Internal
596115186903		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Mar, 2025 04:00:51 PM	06 Mar, 2025 12:35:12 PM	03 Mar, 2025 01:19:30 PM	0:07:29		Internal
596115186903		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Mar, 2025 04:00:51 PM	06 Mar, 2025 12:35:12 PM	03 Mar, 2025 01:19:30 PM	0:07:29		Internal
596115186903		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Mar, 2025 04:00:51 PM	06 Mar, 2025 12:35:12 PM	03 Mar, 2025 01:19:30 PM	0:07:29		Internal
596115186903		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Mar, 2025 04:00:51 PM	06 Mar, 2025 12:35:12 PM	03 Mar, 2025 01:19:30 PM	0:07:29		Internal
596115186903		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Mar, 2025 04:00:51 PM	06 Mar, 2025 12:35:12 PM	03 Mar, 2025 01:19:30 PM	0:07:29		Internal
596115186903		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Mar, 2025 04:00:51 PM	06 Mar, 2025 12:35:12 PM	03 Mar, 2025 01:19:30 PM	0:07:29		Internal
596115186903		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Mar, 2025 04:00:51 PM	06 Mar, 2025 12:35:12 PM	03 Mar, 2025 01:19:30 PM	0:07:29		Internal
596115186903		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Mar, 2025 04:00:51 PM	06 Mar, 2025 12:35:12 PM	03 Mar, 2025 01:19:30 PM	0:07:29		Internal
596115186903		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Mar, 2025 04:00:51 PM	06 Mar, 2025 12:35:12 PM	03 Mar, 2025 01:19:30 PM	0:07:29		Internal
596115186903		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Mar, 2025 04:00:51 PM	06 Mar, 2025 12:35:12 PM	03 Mar, 2025 01:19:30 PM	0:07:29		Internal
596115186903		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Mar, 2025 04:00:51 PM	06 Mar, 2025 12:35:12 PM	03 Mar, 2025 01:19:30 PM	0:07:29		Internal
596115186903		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Mar, 2025 04:00:51 PM	06 Mar, 2025 12:35:12 PM	03 Mar, 2025 01:19:30 PM	0:07:29		Internal
596115186903		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Mar, 2025 04:00:51 PM	06 Mar, 2025 12:35:12 PM	03 Mar, 2025 01:19:30 PM	0:07:29		Internal
596115186903		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Mar, 2025 04:00:51 PM	06 Mar, 2025 12:35:12 PM	03 Mar, 2025 01:19:30 PM	0:07:29		Internal
596115186903		CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Mar, 2025 04:00:51 PM	06 Mar, 2025 12:35:12 PM	03 Mar, 2025 01:19:30 PM	0:07:29		Internal
596115186903		CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Mar, 2025 04:00:51 PM	06 Mar, 2025 12:35:12 PM	03 Mar, 2025 01:19:30 PM	0:07:29		Internal
596115186903		CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Mar, 2025 04:00:51 PM	06 Mar, 2025 12:35:12 PM	03 Mar, 2025 01:19:30 PM	0:07:29		Internal
596115186903		CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Mar, 2025 04:00:51 PM	06 Mar, 2025 12:35:12 PM	03 Mar, 2025 01:19:30 PM	0:07:29		Internal
596115779298		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Mar, 2025 03:00:26 AM	06 Mar, 2025 01:44:58 PM	06 Mar, 2025 02:20:09 AM	0:05:59		Internal
596115779298		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Mar, 2025 03:00:26 AM	06 Mar, 2025 01:44:58 PM	06 Mar, 2025 02:20:09 AM	0:05:59		Internal
596115779298		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Mar, 2025 03:00:26 AM	06 Mar, 2025 01:44:58 PM	06 Mar, 2025 02:20:09 AM	0:05:59		Internal
596115779298		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Mar, 2025 03:00:26 AM	06 Mar, 2025 01:44:58 PM	06 Mar, 2025 02:20:09 AM	0:05:59		Internal
596115779298		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Mar, 2025 03:00:26 AM	06 Mar, 2025 01:44:58 PM	06 Mar, 2025 02:20:09 AM	0:05:59		Internal
596115779298		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Mar, 2025 03:00:26 AM	06 Mar, 2025 01:44:58 PM	06 Mar, 2025 02:20:09 AM	0:05:59		Internal
596115779298		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Mar, 2025 03:00:26 AM	06 Mar, 2025 01:44:58 PM	06 Mar, 2025 02:20:09 AM	0:05:59		Internal
596115779298		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Mar, 2025 03:00:26 AM	06 Mar, 2025 01:44:58 PM	06 Mar, 2025 02:20:09 AM	0:05:59		Internal
596115779298		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Mar, 2025 03:00:26 AM	06 Mar, 2025 01:44:58 PM	06 Mar, 2025 02:20:09 AM	0:05:59		Internal
596115779298		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Mar, 2025 03:00:26 AM	06 Mar, 2025 01:44:58 PM	06 Mar, 2025 02:20:09 AM	0:05:59		Internal
596115779298		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Mar, 2025 03:00:26 AM	06 Mar, 2025 01:44:58 PM	06 Mar, 2025 02:20:09 AM	0:05:59		Internal
596115779298		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Mar, 2025 03:00:26 AM	06 Mar, 2025 01:44:58 PM	06 Mar, 2025 02:20:09 AM	0:05:59		Internal
596115779298		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Mar, 2025 03:00:26 AM	06 Mar, 2025 01:44:58 PM	06 Mar, 2025 02:20:09 AM	0:05:59		Internal
596115779298		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Mar, 2025 03:00:26 AM	06 Mar, 2025 01:44:58 PM	06 Mar, 2025 02:20:09 AM	0:05:59		Internal
596115779298		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Mar, 2025 03:00:26 AM	06 Mar, 2025 01:44:58 PM	06 Mar, 2025 02:20:09 AM	0:05:59		Internal
596115779298		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Mar, 2025 03:00:26 AM	06 Mar, 2025 01:44:58 PM	06 Mar, 2025 02:20:09 AM	0:05:59		Internal
596115779298		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Mar, 2025 03:00:26 AM	06 Mar, 2025 01:44:58 PM	06 Mar, 2025 02:20:09 AM	0:05:59		Internal
596115779298		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Mar, 2025 03:00:26 AM	06 Mar, 2025 01:44:58 PM	06 Mar, 2025 02:20:09 AM	0:05:59		Internal
596115779298		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Mar, 2025 03:00:26 AM	06 Mar, 2025 01:44:58 PM	06 Mar, 2025 02:20:09 AM	0:05:59		Internal

Master Contact	[redacted]	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596115779298		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Mar, 2025 03:00:26 AM	06 Mar, 2025 01:44:58 PM	06 Mar, 2025 02:20:09 AM	0:05:59		Internal
596115779298		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Mar, 2025 03:00:26 AM	06 Mar, 2025 01:44:58 PM	06 Mar, 2025 02:20:09 AM	0:05:59		Internal
596115779298		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Mar, 2025 03:00:26 AM	06 Mar, 2025 01:44:58 PM	06 Mar, 2025 02:20:09 AM	0:05:59		Internal
596115779298		CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		06 Mar, 2025 03:00:26 AM	06 Mar, 2025 01:44:58 PM	06 Mar, 2025 02:20:09 AM	0:05:59		Internal
596115779298		CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Mar, 2025 03:00:26 AM	06 Mar, 2025 01:44:58 PM	06 Mar, 2025 02:20:09 AM	0:05:59		Internal
596115779298		CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Mar, 2025 03:00:26 AM	06 Mar, 2025 01:44:58 PM	06 Mar, 2025 02:20:09 AM	0:05:59		Internal
596115779298		CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Mar, 2025 03:00:26 AM	06 Mar, 2025 01:44:58 PM	06 Mar, 2025 02:20:09 AM	0:05:59		Internal
596115219471		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Mar, 2025 04:00:54 PM	06 Mar, 2025 02:38:47 PM	03 Mar, 2025 02:43:15 PM	0:03:39		Internal
596115219471		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Mar, 2025 04:00:54 PM	06 Mar, 2025 02:38:47 PM	03 Mar, 2025 02:43:15 PM	0:03:39		Internal
596115219471		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Mar, 2025 04:00:54 PM	06 Mar, 2025 02:38:47 PM	03 Mar, 2025 02:43:15 PM	0:03:39		Internal
596115219471		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Mar, 2025 04:00:54 PM	06 Mar, 2025 02:38:47 PM	03 Mar, 2025 02:43:15 PM	0:03:39		Internal
596115219471		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Mar, 2025 04:00:54 PM	06 Mar, 2025 02:38:47 PM	03 Mar, 2025 02:43:15 PM	0:03:39		Internal
596115219471		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Mar, 2025 04:00:54 PM	06 Mar, 2025 02:38:47 PM	03 Mar, 2025 02:43:15 PM	0:03:39		Internal
596115219471		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Mar, 2025 04:00:54 PM	06 Mar, 2025 02:38:47 PM	03 Mar, 2025 02:43:15 PM	0:03:39		Internal
596115219471		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Mar, 2025 04:00:54 PM	06 Mar, 2025 02:38:47 PM	03 Mar, 2025 02:43:15 PM	0:03:39		Internal
596115219471		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Mar, 2025 04:00:54 PM	06 Mar, 2025 02:38:47 PM	03 Mar, 2025 02:43:15 PM	0:03:39		Internal
596115219471		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Mar, 2025 04:00:54 PM	06 Mar, 2025 02:38:47 PM	03 Mar, 2025 02:43:15 PM	0:03:39		Internal
596115219471		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Mar, 2025 04:00:54 PM	06 Mar, 2025 02:38:47 PM	03 Mar, 2025 02:43:15 PM	0:03:39		Internal
596115219471		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Mar, 2025 04:00:54 PM	06 Mar, 2025 02:38:47 PM	03 Mar, 2025 02:43:15 PM	0:03:39		Internal
596115219471		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Mar, 2025 04:00:54 PM	06 Mar, 2025 02:38:47 PM	03 Mar, 2025 02:43:15 PM	0:03:39		Internal
596115219471		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Mar, 2025 04:00:54 PM	06 Mar, 2025 02:38:47 PM	03 Mar, 2025 02:43:15 PM	0:03:39		Internal
596115219471		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Mar, 2025 04:00:54 PM	06 Mar, 2025 02:38:47 PM	03 Mar, 2025 02:43:15 PM	0:03:39		Internal
596115219471		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Mar, 2025 04:00:54 PM	06 Mar, 2025 02:38:47 PM	03 Mar, 2025 02:43:15 PM	0:03:39		Internal
596115219471		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Mar, 2025 04:00:54 PM	06 Mar, 2025 02:38:47 PM	03 Mar, 2025 02:43:15 PM	0:03:39		Internal
596115219471		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Mar, 2025 04:00:54 PM	06 Mar, 2025 02:38:47 PM	03 Mar, 2025 02:43:15 PM	0:03:39		Internal
596115219471		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Mar, 2025 04:00:54 PM	06 Mar, 2025 02:38:47 PM	03 Mar, 2025 02:43:15 PM	0:03:39		Internal
596115219471		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Mar, 2025 04:00:54 PM	06 Mar, 2025 02:38:47 PM	03 Mar, 2025 02:43:15 PM	0:03:39		Internal
596115219471		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Mar, 2025 04:00:54 PM	06 Mar, 2025 02:38:47 PM	03 Mar, 2025 02:43:15 PM	0:03:39		Internal
596115219471		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Mar, 2025 04:00:54 PM	06 Mar, 2025 02:38:47 PM	03 Mar, 2025 02:43:15 PM	0:03:39		Internal
596115219471		CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Mar, 2025 04:00:54 PM	06 Mar, 2025 02:38:47 PM	03 Mar, 2025 02:43:15 PM	0:03:39		Internal
596115219471		CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Mar, 2025 04:00:54 PM	06 Mar, 2025 02:38:47 PM	03 Mar, 2025 02:43:15 PM	0:03:39		Internal
596115219471		CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Mar, 2025 04:00:54 PM	06 Mar, 2025 02:38:47 PM	03 Mar, 2025 02:43:15 PM	0:03:39		Internal
596115219471		CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Mar, 2025 04:00:54 PM	06 Mar, 2025 02:38:47 PM	03 Mar, 2025 02:43:15 PM	0:03:39		Internal
596115222652		CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Mar, 2025 04:30:43 AM	06 Mar, 2025 02:58:08 PM	03 Mar, 2025 03:13:39 PM	0:04:26		Internal
596115222652		CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Mar, 2025 04:30:43 AM	06 Mar, 2025 02:58:08 PM	03 Mar, 2025 03:13:39 PM	0:04:26		Internal
596115222652		CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Mar, 2025 04:30:43 AM	06 Mar, 2025 02:58:08 PM	03 Mar, 2025 03:13:39 PM	0:04:26		Internal
596115222652		CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Mar, 2025 04:30:43 AM	06 Mar, 2025 02:58:08 PM	03 Mar, 2025 03:13:39 PM	0:04:26		Internal
596115222652		CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Mar, 2025 04:30:43 AM	06 Mar, 2025 02:58:08 PM	03 Mar, 2025 03:13:39 PM	0:04:26		Internal
596115222652		CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Mar, 2025 04:30:43 AM	06 Mar, 2025 02:58:08 PM	03 Mar, 2025 03:13:39 PM	0:04:26		Internal
596115222652		CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Mar, 2025 04:30:43 AM	06 Mar, 2025 02:58:08 PM	03 Mar, 2025 03:13:39 PM	0:04:26		Internal
596115222652		CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Mar, 2025 04:30:43 AM	06 Mar, 2025 02:58:08 PM	03 Mar, 2025 03:13:39 PM	0:04:26		Internal
596115222652		CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Mar, 2025 04:30:43 AM	06 Mar, 2025 02:58:08 PM	03 Mar, 2025 03:13:39 PM	0:04:26		Internal
596115222652		CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Mar, 2025 04:30:43 AM	06 Mar, 2025 02:58:08 PM	03 Mar, 2025 03:13:39 PM	0:04:26		Internal
596115222652		CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Mar, 2025 04:30:43 AM	06 Mar, 2025 02:58:08 PM	03 Mar, 2025 03:13:39 PM	0:04:26		Internal
596115222652		CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Mar, 2025 04:30:43 AM	06 Mar, 2025 02:58:08 PM	03 Mar, 2025 03:13:39 PM	0:04:26		Internal
596115222652		CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Mar, 2025 04:30:43 AM	06 Mar, 2025 02:58:08 PM	03 Mar, 2025 03:13:39 PM	0:04:26		Internal
596115222652		CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Mar, 2025 04:30:43 AM	06 Mar, 2025 02:58:08 PM	03 Mar, 2025 03:13:39 PM	0:04:26		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596115222652	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	04 Mar, 2025 04:30:43 AM	06 Mar, 2025 02:58:08 PM	03 Mar, 2025 03:13:39 PM	0:04:26		Internal
596115222652			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Mar, 2025 04:30:43 AM	06 Mar, 2025 02:58:08 PM	03 Mar, 2025 03:13:39 PM	0:04:26		Internal
596115222652			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Mar, 2025 04:30:43 AM	06 Mar, 2025 02:58:08 PM	03 Mar, 2025 03:13:39 PM	0:04:26		Internal
596115222652			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Mar, 2025 04:30:43 AM	06 Mar, 2025 02:58:08 PM	03 Mar, 2025 03:13:39 PM	0:04:26		Internal
596115222652			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Mar, 2025 04:30:43 AM	06 Mar, 2025 02:58:08 PM	03 Mar, 2025 03:13:39 PM	0:04:26		Internal
596115222652			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Mar, 2025 04:30:43 AM	06 Mar, 2025 02:58:08 PM	03 Mar, 2025 03:13:39 PM	0:04:26		Internal
596115222652			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Mar, 2025 04:30:43 AM	06 Mar, 2025 02:58:08 PM	03 Mar, 2025 03:13:39 PM	0:04:26		Internal
596115222652			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Mar, 2025 04:30:43 AM	06 Mar, 2025 02:58:08 PM	03 Mar, 2025 03:13:39 PM	0:04:26		Internal
596115222652			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		04 Mar, 2025 04:30:43 AM	06 Mar, 2025 02:58:08 PM	03 Mar, 2025 03:13:39 PM	0:04:26		Internal
596115222652			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Mar, 2025 04:30:43 AM	06 Mar, 2025 02:58:08 PM	03 Mar, 2025 03:13:39 PM	0:04:26		Internal
596115222652			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Mar, 2025 04:30:43 AM	06 Mar, 2025 02:58:08 PM	03 Mar, 2025 03:13:39 PM	0:04:26		Internal
596115222652			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Mar, 2025 04:30:43 AM	06 Mar, 2025 02:58:08 PM	03 Mar, 2025 03:13:39 PM	0:04:26		Internal
596115233059			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Mar, 2025 04:19:12 PM	06 Mar, 2025 03:16:57 PM	03 Mar, 2025 03:52:25 PM	0:03:41		Internal
596115233059			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Mar, 2025 04:19:12 PM	06 Mar, 2025 03:16:57 PM	03 Mar, 2025 03:52:25 PM	0:03:41		Internal
596115233059			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Mar, 2025 04:19:12 PM	06 Mar, 2025 03:16:57 PM	03 Mar, 2025 03:52:25 PM	0:03:41		Internal
596115233059			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Mar, 2025 04:19:12 PM	06 Mar, 2025 03:16:57 PM	03 Mar, 2025 03:52:25 PM	0:03:41		Internal
596115233059			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Mar, 2025 04:19:12 PM	06 Mar, 2025 03:16:57 PM	03 Mar, 2025 03:52:25 PM	0:03:41		Internal
596115233059			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Mar, 2025 04:19:12 PM	06 Mar, 2025 03:16:57 PM	03 Mar, 2025 03:52:25 PM	0:03:41		Internal
596115233059			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Mar, 2025 04:19:12 PM	06 Mar, 2025 03:16:57 PM	03 Mar, 2025 03:52:25 PM	0:03:41		Internal
596115233059			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Mar, 2025 04:19:12 PM	06 Mar, 2025 03:16:57 PM	03 Mar, 2025 03:52:25 PM	0:03:41		Internal
596115233059			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Mar, 2025 04:19:12 PM	06 Mar, 2025 03:16:57 PM	03 Mar, 2025 03:52:25 PM	0:03:41		Internal
596115233059			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Mar, 2025 04:19:12 PM	06 Mar, 2025 03:16:57 PM	03 Mar, 2025 03:52:25 PM	0:03:41		Internal
596115233059			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Mar, 2025 04:19:12 PM	06 Mar, 2025 03:16:57 PM	03 Mar, 2025 03:52:25 PM	0:03:41		Internal
596115233059			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Mar, 2025 04:19:12 PM	06 Mar, 2025 03:16:57 PM	03 Mar, 2025 03:52:25 PM	0:03:41		Internal
596115233059			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Mar, 2025 04:19:12 PM	06 Mar, 2025 03:16:57 PM	03 Mar, 2025 03:52:25 PM	0:03:41		Internal
596115233059			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Mar, 2025 04:19:12 PM	06 Mar, 2025 03:16:57 PM	03 Mar, 2025 03:52:25 PM	0:03:41		Internal
596115233059			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Mar, 2025 04:19:12 PM	06 Mar, 2025 03:16:57 PM	03 Mar, 2025 03:52:25 PM	0:03:41		Internal
596115233059			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Mar, 2025 04:19:12 PM	06 Mar, 2025 03:16:57 PM	03 Mar, 2025 03:52:25 PM	0:03:41		Internal
596115233059			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Mar, 2025 04:19:12 PM	06 Mar, 2025 03:16:57 PM	03 Mar, 2025 03:52:25 PM	0:03:41		Internal
596115233059			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Mar, 2025 04:19:12 PM	06 Mar, 2025 03:16:57 PM	03 Mar, 2025 03:52:25 PM	0:03:41		Internal
596115233059			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Mar, 2025 04:19:12 PM	06 Mar, 2025 03:16:57 PM	03 Mar, 2025 03:52:25 PM	0:03:41		Internal
596115233059			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Mar, 2025 04:19:12 PM	06 Mar, 2025 03:16:57 PM	03 Mar, 2025 03:52:25 PM	0:03:41		Internal
596115233059			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Mar, 2025 04:19:12 PM	06 Mar, 2025 03:16:57 PM	03 Mar, 2025 03:52:25 PM	0:03:41		Internal
596115233059			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Mar, 2025 04:19:12 PM	06 Mar, 2025 03:16:57 PM	03 Mar, 2025 03:52:25 PM	0:03:41		Internal
596115233059			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Mar, 2025 04:19:12 PM	06 Mar, 2025 03:16:57 PM	03 Mar, 2025 03:52:25 PM	0:03:41		Internal
596115233059			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Mar, 2025 04:19:12 PM	06 Mar, 2025 03:16:57 PM	03 Mar, 2025 03:52:25 PM	0:03:41		Internal
596115233059			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Mar, 2025 04:19:12 PM	06 Mar, 2025 03:16:57 PM	03 Mar, 2025 03:52:25 PM	0:03:41		Internal
596115233059			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Mar, 2025 04:19:12 PM	06 Mar, 2025 03:16:57 PM	03 Mar, 2025 03:52:25 PM	0:03:41		Internal
596115380757			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Mar, 2025 02:58:05 PM	06 Mar, 2025 03:27:21 PM	03 Mar, 2025 09:43:11 PM	0:04:08		Internal
596115380757			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Mar, 2025 02:58:05 PM	06 Mar, 2025 03:27:21 PM	03 Mar, 2025 09:43:11 PM	0:04:08		Internal
596115380757			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Mar, 2025 02:58:05 PM	06 Mar, 2025 03:27:21 PM	03 Mar, 2025 09:43:11 PM	0:04:08		Internal
596115380757			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Mar, 2025 02:58:05 PM	06 Mar, 2025 03:27:21 PM	03 Mar, 2025 09:43:11 PM	0:04:08		Internal
596115380757			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Mar, 2025 02:58:05 PM	06 Mar, 2025 03:27:21 PM	03 Mar, 2025 09:43:11 PM	0:04:08		Internal
596115380757			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Mar, 2025 02:58:05 PM	06 Mar, 2025 03:27:21 PM	03 Mar, 2025 09:43:11 PM	0:04:08		Internal
596115380757			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Mar, 2025 02:58:05 PM	06 Mar, 2025 03:27:21 PM	03 Mar, 2025 09:43:11 PM	0:04:08		Internal
596115380757			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Mar, 2025 02:58:05 PM	06 Mar, 2025 03:27:21 PM	03 Mar, 2025 09:43:11 PM	0:04:08		Internal
596115380757			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Mar, 2025 02:58:05 PM	06 Mar, 2025 03:27:21 PM	03 Mar, 2025 09:43:11 PM	0:04:08		Internal
596115380757			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Mar, 2025 02:58:05 PM	06 Mar, 2025 03:27:21 PM	03 Mar, 2025 09:43:11 PM	0:04:08		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596115380757	[redacted]		CTE_Res_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	06 Mar, 2025 02:58:05 PM	06 Mar, 2025 03:27:21 PM	03 Mar, 2025 09:43:11 PM	0:04:08		Internal
596115380757			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Mar, 2025 02:58:05 PM	06 Mar, 2025 03:27:21 PM	03 Mar, 2025 09:43:11 PM	0:04:08		Internal
596115380757			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Mar, 2025 02:58:05 PM	06 Mar, 2025 03:27:21 PM	03 Mar, 2025 09:43:11 PM	0:04:08		Internal
596115380757			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Mar, 2025 02:58:05 PM	06 Mar, 2025 03:27:21 PM	03 Mar, 2025 09:43:11 PM	0:04:08		Internal
596115380757			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Mar, 2025 02:58:05 PM	06 Mar, 2025 03:27:21 PM	03 Mar, 2025 09:43:11 PM	0:04:08		Internal
596115380757			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Mar, 2025 02:58:05 PM	06 Mar, 2025 03:27:21 PM	03 Mar, 2025 09:43:11 PM	0:04:08		Internal
596115380757			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Mar, 2025 02:58:05 PM	06 Mar, 2025 03:27:21 PM	03 Mar, 2025 09:43:11 PM	0:04:08		Internal
596115380757			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Mar, 2025 02:58:05 PM	06 Mar, 2025 03:27:21 PM	03 Mar, 2025 09:43:11 PM	0:04:08		Internal
596115380757			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Mar, 2025 02:58:05 PM	06 Mar, 2025 03:27:21 PM	03 Mar, 2025 09:43:11 PM	0:04:08		Internal
596115380757			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Mar, 2025 02:58:05 PM	06 Mar, 2025 03:27:21 PM	03 Mar, 2025 09:43:11 PM	0:04:08		Internal
596115380757			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Mar, 2025 02:58:05 PM	06 Mar, 2025 03:27:21 PM	03 Mar, 2025 09:43:11 PM	0:04:08		Internal
596115380757			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Mar, 2025 02:58:05 PM	06 Mar, 2025 03:27:21 PM	03 Mar, 2025 09:43:11 PM	0:04:08		Internal
596115380757			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		06 Mar, 2025 02:58:05 PM	06 Mar, 2025 03:27:21 PM	03 Mar, 2025 09:43:11 PM	0:04:08		Internal
596115380757			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Mar, 2025 02:58:05 PM	06 Mar, 2025 03:27:21 PM	03 Mar, 2025 09:43:11 PM	0:04:08		Internal
596115380757			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Mar, 2025 02:58:05 PM	06 Mar, 2025 03:27:21 PM	03 Mar, 2025 09:43:11 PM	0:04:08		Internal
596115380757			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Mar, 2025 02:58:05 PM	06 Mar, 2025 03:27:21 PM	03 Mar, 2025 09:43:11 PM	0:04:08		Internal
596115711659			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Mar, 2025 03:00:27 AM	06 Mar, 2025 03:27:49 PM	05 Mar, 2025 07:33:10 PM	0:03:09		Internal
596115711659			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Mar, 2025 03:00:27 AM	06 Mar, 2025 03:27:49 PM	05 Mar, 2025 07:33:10 PM	0:03:09		Internal
596115711659			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Mar, 2025 03:00:27 AM	06 Mar, 2025 03:27:49 PM	05 Mar, 2025 07:33:10 PM	0:03:09		Internal
596115711659			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Mar, 2025 03:00:27 AM	06 Mar, 2025 03:27:49 PM	05 Mar, 2025 07:33:10 PM	0:03:09		Internal
596115711659			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Mar, 2025 03:00:27 AM	06 Mar, 2025 03:27:49 PM	05 Mar, 2025 07:33:10 PM	0:03:09		Internal
596115711659			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Mar, 2025 03:00:27 AM	06 Mar, 2025 03:27:49 PM	05 Mar, 2025 07:33:10 PM	0:03:09		Internal
596115711659			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Mar, 2025 03:00:27 AM	06 Mar, 2025 03:27:49 PM	05 Mar, 2025 07:33:10 PM	0:03:09		Internal
596115711659			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Mar, 2025 03:00:27 AM	06 Mar, 2025 03:27:49 PM	05 Mar, 2025 07:33:10 PM	0:03:09		Internal
596115711659			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Mar, 2025 03:00:27 AM	06 Mar, 2025 03:27:49 PM	05 Mar, 2025 07:33:10 PM	0:03:09		Internal
596115711659			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Mar, 2025 03:00:27 AM	06 Mar, 2025 03:27:49 PM	05 Mar, 2025 07:33:10 PM	0:03:09		Internal
596115711659			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Mar, 2025 03:00:27 AM	06 Mar, 2025 03:27:49 PM	05 Mar, 2025 07:33:10 PM	0:03:09		Internal
596115711659			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Mar, 2025 03:00:27 AM	06 Mar, 2025 03:27:49 PM	05 Mar, 2025 07:33:10 PM	0:03:09		Internal
596115711659			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Mar, 2025 03:00:27 AM	06 Mar, 2025 03:27:49 PM	05 Mar, 2025 07:33:10 PM	0:03:09		Internal
596115711659			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Mar, 2025 03:00:27 AM	06 Mar, 2025 03:27:49 PM	05 Mar, 2025 07:33:10 PM	0:03:09		Internal
596115711659			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Mar, 2025 03:00:27 AM	06 Mar, 2025 03:27:49 PM	05 Mar, 2025 07:33:10 PM	0:03:09		Internal
596115711659			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Mar, 2025 03:00:27 AM	06 Mar, 2025 03:27:49 PM	05 Mar, 2025 07:33:10 PM	0:03:09		Internal
596115711659			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Mar, 2025 03:00:27 AM	06 Mar, 2025 03:27:49 PM	05 Mar, 2025 07:33:10 PM	0:03:09		Internal
596115711659			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Mar, 2025 03:00:27 AM	06 Mar, 2025 03:27:49 PM	05 Mar, 2025 07:33:10 PM	0:03:09		Internal
596115711659			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Mar, 2025 03:00:27 AM	06 Mar, 2025 03:27:49 PM	05 Mar, 2025 07:33:10 PM	0:03:09		Internal
596115711659			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Mar, 2025 03:00:27 AM	06 Mar, 2025 03:27:49 PM	05 Mar, 2025 07:33:10 PM	0:03:09		Internal
596115711659			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Mar, 2025 03:00:27 AM	06 Mar, 2025 03:27:49 PM	05 Mar, 2025 07:33:10 PM	0:03:09		Internal
596115711659			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Mar, 2025 03:00:27 AM	06 Mar, 2025 03:27:49 PM	05 Mar, 2025 07:33:10 PM	0:03:09		Internal
596115711659			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		06 Mar, 2025 03:00:27 AM	06 Mar, 2025 03:27:49 PM	05 Mar, 2025 07:33:10 PM	0:03:09		Internal
596115711659			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Mar, 2025 03:00:27 AM	06 Mar, 2025 03:27:49 PM	05 Mar, 2025 07:33:10 PM	0:03:09		Internal
596115711659			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Mar, 2025 03:00:27 AM	06 Mar, 2025 03:27:49 PM	05 Mar, 2025 07:33:10 PM	0:03:09		Internal
596115711659			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Mar, 2025 03:00:27 AM	06 Mar, 2025 03:27:49 PM	05 Mar, 2025 07:33:10 PM	0:03:09		Internal
594150429180			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Mar, 2025 03:36:51 PM	06 Mar, 2025 03:40:55 PM	03 Feb, 2025 04:22:11 PM	0:06:38		Internal
594150429180			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Mar, 2025 03:36:51 PM	06 Mar, 2025 03:40:55 PM	03 Feb, 2025 04:22:11 PM	0:06:38		Internal
594150429180			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Mar, 2025 03:36:51 PM	06 Mar, 2025 03:40:55 PM	03 Feb, 2025 04:22:11 PM	0:06:38		Internal
594150429180			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Mar, 2025 03:36:51 PM	06 Mar, 2025 03:40:55 PM	03 Feb, 2025 04:22:11 PM	0:06:38		Internal
594150429180			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Mar, 2025 03:36:51 PM	06 Mar, 2025 03:40:55 PM	03 Feb, 2025 04:22:11 PM	0:06:38		Internal
594150429180			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Mar, 2025 03:36:51 PM	06 Mar, 2025 03:40:55 PM	03 Feb, 2025 04:22:11 PM	0:06:38		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
594150429180	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	06 Mar, 2025 03:36:51 PM	06 Mar, 2025 03:40:55 PM	03 Feb, 2025 04:22:11 PM	0:06:38		Internal
594150429180			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Mar, 2025 03:36:51 PM	06 Mar, 2025 03:40:55 PM	03 Feb, 2025 04:22:11 PM	0:06:38		Internal
594150429180			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Mar, 2025 03:36:51 PM	06 Mar, 2025 03:40:55 PM	03 Feb, 2025 04:22:11 PM	0:06:38		Internal
594150429180			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Mar, 2025 03:36:51 PM	06 Mar, 2025 03:40:55 PM	03 Feb, 2025 04:22:11 PM	0:06:38		Internal
594150429180			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Mar, 2025 03:36:51 PM	06 Mar, 2025 03:40:55 PM	03 Feb, 2025 04:22:11 PM	0:06:38		Internal
594150429180			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Mar, 2025 03:36:51 PM	06 Mar, 2025 03:40:55 PM	03 Feb, 2025 04:22:11 PM	0:06:38		Internal
594150429180			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Mar, 2025 03:36:51 PM	06 Mar, 2025 03:40:55 PM	03 Feb, 2025 04:22:11 PM	0:06:38		Internal
594150429180			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Mar, 2025 03:36:51 PM	06 Mar, 2025 03:40:55 PM	03 Feb, 2025 04:22:11 PM	0:06:38		Internal
594150429180			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Mar, 2025 03:36:51 PM	06 Mar, 2025 03:40:55 PM	03 Feb, 2025 04:22:11 PM	0:06:38		Internal
594150429180			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Mar, 2025 03:36:51 PM	06 Mar, 2025 03:40:55 PM	03 Feb, 2025 04:22:11 PM	0:06:38		Internal
594150429180			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Mar, 2025 03:36:51 PM	06 Mar, 2025 03:40:55 PM	03 Feb, 2025 04:22:11 PM	0:06:38		Internal
594150429180			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Mar, 2025 03:36:51 PM	06 Mar, 2025 03:40:55 PM	03 Feb, 2025 04:22:11 PM	0:06:38		Internal
594150429180			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Mar, 2025 03:36:51 PM	06 Mar, 2025 03:40:55 PM	03 Feb, 2025 04:22:11 PM	0:06:38		Internal
594150429180			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Mar, 2025 03:36:51 PM	06 Mar, 2025 03:40:55 PM	03 Feb, 2025 04:22:11 PM	0:06:38		Internal
594150429180			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Mar, 2025 03:36:51 PM	06 Mar, 2025 03:40:55 PM	03 Feb, 2025 04:22:11 PM	0:06:38		Internal
594150429180			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Mar, 2025 03:36:51 PM	06 Mar, 2025 03:40:55 PM	03 Feb, 2025 04:22:11 PM	0:06:38		Internal
594150429180			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		06 Mar, 2025 03:36:51 PM	06 Mar, 2025 03:40:55 PM	03 Feb, 2025 04:22:11 PM	0:06:38		Internal
594150429180			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Mar, 2025 03:36:51 PM	06 Mar, 2025 03:40:55 PM	03 Feb, 2025 04:22:11 PM	0:06:38		Internal
594150429180			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Mar, 2025 03:36:51 PM	06 Mar, 2025 03:40:55 PM	03 Feb, 2025 04:22:11 PM	0:06:38		Internal
594150429180			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Mar, 2025 03:36:51 PM	06 Mar, 2025 03:40:55 PM	03 Feb, 2025 04:22:11 PM	0:06:38		Internal
596115397893			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Mar, 2025 05:42:01 PM	06 Mar, 2025 03:52:53 PM	03 Mar, 2025 10:52:50 PM	0:09:36		Internal
596115397893			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Mar, 2025 05:42:01 PM	06 Mar, 2025 03:52:53 PM	03 Mar, 2025 10:52:50 PM	0:09:36		Internal
596115397893			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Mar, 2025 05:42:01 PM	06 Mar, 2025 03:52:53 PM	03 Mar, 2025 10:52:50 PM	0:09:36		Internal
596115397893			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Mar, 2025 05:42:01 PM	06 Mar, 2025 03:52:53 PM	03 Mar, 2025 10:52:50 PM	0:09:36		Internal
596115397893			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Mar, 2025 05:42:01 PM	06 Mar, 2025 03:52:53 PM	03 Mar, 2025 10:52:50 PM	0:09:36		Internal
596115397893			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 Mar, 2025 05:42:01 PM	06 Mar, 2025 03:52:53 PM	03 Mar, 2025 10:52:50 PM	0:09:36		Internal
596115397893			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 Mar, 2025 05:42:01 PM	06 Mar, 2025 03:52:53 PM	03 Mar, 2025 10:52:50 PM	0:09:36		Internal
596115397893			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Mar, 2025 05:42:01 PM	06 Mar, 2025 03:52:53 PM	03 Mar, 2025 10:52:50 PM	0:09:36		Internal
596115397893			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Mar, 2025 05:42:01 PM	06 Mar, 2025 03:52:53 PM	03 Mar, 2025 10:52:50 PM	0:09:36		Internal
596115397893			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 Mar, 2025 05:42:01 PM	06 Mar, 2025 03:52:53 PM	03 Mar, 2025 10:52:50 PM	0:09:36		Internal
596115397893			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 Mar, 2025 05:42:01 PM	06 Mar, 2025 03:52:53 PM	03 Mar, 2025 10:52:50 PM	0:09:36		Internal
596115397893			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Mar, 2025 05:42:01 PM	06 Mar, 2025 03:52:53 PM	03 Mar, 2025 10:52:50 PM	0:09:36		Internal
596115397893			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Mar, 2025 05:42:01 PM	06 Mar, 2025 03:52:53 PM	03 Mar, 2025 10:52:50 PM	0:09:36		Internal
596115397893			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 Mar, 2025 05:42:01 PM	06 Mar, 2025 03:52:53 PM	03 Mar, 2025 10:52:50 PM	0:09:36		Internal
596115397893			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 Mar, 2025 05:42:01 PM	06 Mar, 2025 03:52:53 PM	03 Mar, 2025 10:52:50 PM	0:09:36		Internal
596115397893			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Mar, 2025 05:42:01 PM	06 Mar, 2025 03:52:53 PM	03 Mar, 2025 10:52:50 PM	0:09:36		Internal
596115397893			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Mar, 2025 05:42:01 PM	06 Mar, 2025 03:52:53 PM	03 Mar, 2025 10:52:50 PM	0:09:36		Internal
596115397893			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 Mar, 2025 05:42:01 PM	06 Mar, 2025 03:52:53 PM	03 Mar, 2025 10:52:50 PM	0:09:36		Internal
596115397893			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Mar, 2025 05:42:01 PM	06 Mar, 2025 03:52:53 PM	03 Mar, 2025 10:52:50 PM	0:09:36		Internal
596115397893			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Mar, 2025 05:42:01 PM	06 Mar, 2025 03:52:53 PM	03 Mar, 2025 10:52:50 PM	0:09:36		Internal
596115397893			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Mar, 2025 05:42:01 PM	06 Mar, 2025 03:52:53 PM	03 Mar, 2025 10:52:50 PM	0:09:36		Internal
596115397893			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Mar, 2025 05:42:01 PM	06 Mar, 2025 03:52:53 PM	03 Mar, 2025 10:52:50 PM	0:09:36		Internal
596115397893			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		05 Mar, 2025 05:42:01 PM	06 Mar, 2025 03:52:53 PM	03 Mar, 2025 10:52:50 PM	0:09:36		Internal
596115397893			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Mar, 2025 05:42:01 PM	06 Mar, 2025 03:52:53 PM	03 Mar, 2025 10:52:50 PM	0:09:36		Internal
596115397893			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Mar, 2025 05:42:01 PM	06 Mar, 2025 03:52:53 PM	03 Mar, 2025 10:52:50 PM	0:09:36		Internal
596115397893			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Mar, 2025 05:42:01 PM	06 Mar, 2025 03:52:53 PM	03 Mar, 2025 10:52:50 PM	0:09:36		Internal
596115683759			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Mar, 2025 03:44:12 PM	06 Mar, 2025 04:39:12 PM	05 Mar, 2025 05:38:34 PM	0:08:20		Internal
596115683759			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Mar, 2025 03:44:12 PM	06 Mar, 2025 04:39:12 PM	05 Mar, 2025 05:38:34 PM	0:08:20		Internal
596115683759			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Mar, 2025 03:44:12 PM	06 Mar, 2025 04:39:12 PM	05 Mar, 2025 05:38:34 PM	0:08:20		Internal
596115683759			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Mar, 2025 03:44:12 PM	06 Mar, 2025 04:39:12 PM	05 Mar, 2025 05:38:34 PM	0:08:20		Internal
596115683759			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Mar, 2025 03:44:12 PM	06 Mar, 2025 04:39:12 PM	05 Mar, 2025 05:38:34 PM	0:08:20		Internal
596115683759			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Mar, 2025 03:44:12 PM	06 Mar, 2025 04:39:12 PM	05 Mar, 2025 05:38:34 PM	0:08:20		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596115683759	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	06 Mar, 2025 03:44:12 PM	06 Mar, 2025 04:39:12 PM	05 Mar, 2025 05:38:34 PM	0:08:20		Internal
596115683759			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Mar, 2025 03:44:12 PM	06 Mar, 2025 04:39:12 PM	05 Mar, 2025 05:38:34 PM	0:08:20		Internal
596115683759			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Mar, 2025 03:44:12 PM	06 Mar, 2025 04:39:12 PM	05 Mar, 2025 05:38:34 PM	0:08:20		Internal
596115683759			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Mar, 2025 03:44:12 PM	06 Mar, 2025 04:39:12 PM	05 Mar, 2025 05:38:34 PM	0:08:20		Internal
596115683759			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Mar, 2025 03:44:12 PM	06 Mar, 2025 04:39:12 PM	05 Mar, 2025 05:38:34 PM	0:08:20		Internal
596115683759			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Mar, 2025 03:44:12 PM	06 Mar, 2025 04:39:12 PM	05 Mar, 2025 05:38:34 PM	0:08:20		Internal
596115683759			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Mar, 2025 03:44:12 PM	06 Mar, 2025 04:39:12 PM	05 Mar, 2025 05:38:34 PM	0:08:20		Internal
596115683759			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Mar, 2025 03:44:12 PM	06 Mar, 2025 04:39:12 PM	05 Mar, 2025 05:38:34 PM	0:08:20		Internal
596115683759			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Mar, 2025 03:44:12 PM	06 Mar, 2025 04:39:12 PM	05 Mar, 2025 05:38:34 PM	0:08:20		Internal
596115683759			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Mar, 2025 03:44:12 PM	06 Mar, 2025 04:39:12 PM	05 Mar, 2025 05:38:34 PM	0:08:20		Internal
596115683759			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Mar, 2025 03:44:12 PM	06 Mar, 2025 04:39:12 PM	05 Mar, 2025 05:38:34 PM	0:08:20		Internal
596115683759			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Mar, 2025 03:44:12 PM	06 Mar, 2025 04:39:12 PM	05 Mar, 2025 05:38:34 PM	0:08:20		Internal
596115683759			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Mar, 2025 03:44:12 PM	06 Mar, 2025 04:39:12 PM	05 Mar, 2025 05:38:34 PM	0:08:20		Internal
596115683759			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Mar, 2025 03:44:12 PM	06 Mar, 2025 04:39:12 PM	05 Mar, 2025 05:38:34 PM	0:08:20		Internal
596115683759			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Mar, 2025 03:44:12 PM	06 Mar, 2025 04:39:12 PM	05 Mar, 2025 05:38:34 PM	0:08:20		Internal
596115683759			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Mar, 2025 03:44:12 PM	06 Mar, 2025 04:39:12 PM	05 Mar, 2025 05:38:34 PM	0:08:20		Internal
596115683759			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		06 Mar, 2025 03:44:12 PM	06 Mar, 2025 04:39:12 PM	05 Mar, 2025 05:38:34 PM	0:08:20		Internal
596115683759			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Mar, 2025 03:44:12 PM	06 Mar, 2025 04:39:12 PM	05 Mar, 2025 05:38:34 PM	0:08:20		Internal
596115683759			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Mar, 2025 03:44:12 PM	06 Mar, 2025 04:39:12 PM	05 Mar, 2025 05:38:34 PM	0:08:20		Internal
596115683759			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Mar, 2025 03:44:12 PM	06 Mar, 2025 04:39:12 PM	05 Mar, 2025 05:38:34 PM	0:08:20		Internal
596115397792			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Mar, 2025 03:00:23 PM	06 Mar, 2025 04:48:38 PM	03 Mar, 2025 10:53:04 PM	0:03:13		Internal
596115397792			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Mar, 2025 03:00:23 PM	06 Mar, 2025 04:48:38 PM	03 Mar, 2025 10:53:04 PM	0:03:13		Internal
596115397792			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Mar, 2025 03:00:23 PM	06 Mar, 2025 04:48:38 PM	03 Mar, 2025 10:53:04 PM	0:03:13		Internal
596115397792			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Mar, 2025 03:00:23 PM	06 Mar, 2025 04:48:38 PM	03 Mar, 2025 10:53:04 PM	0:03:13		Internal
596115397792			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Mar, 2025 03:00:23 PM	06 Mar, 2025 04:48:38 PM	03 Mar, 2025 10:53:04 PM	0:03:13		Internal
596115397792			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 Mar, 2025 03:00:23 PM	06 Mar, 2025 04:48:38 PM	03 Mar, 2025 10:53:04 PM	0:03:13		Internal
596115397792			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 Mar, 2025 03:00:23 PM	06 Mar, 2025 04:48:38 PM	03 Mar, 2025 10:53:04 PM	0:03:13		Internal
596115397792			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Mar, 2025 03:00:23 PM	06 Mar, 2025 04:48:38 PM	03 Mar, 2025 10:53:04 PM	0:03:13		Internal
596115397792			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Mar, 2025 03:00:23 PM	06 Mar, 2025 04:48:38 PM	03 Mar, 2025 10:53:04 PM	0:03:13		Internal
596115397792			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 Mar, 2025 03:00:23 PM	06 Mar, 2025 04:48:38 PM	03 Mar, 2025 10:53:04 PM	0:03:13		Internal
596115397792			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 Mar, 2025 03:00:23 PM	06 Mar, 2025 04:48:38 PM	03 Mar, 2025 10:53:04 PM	0:03:13		Internal
596115397792			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Mar, 2025 03:00:23 PM	06 Mar, 2025 04:48:38 PM	03 Mar, 2025 10:53:04 PM	0:03:13		Internal
596115397792			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Mar, 2025 03:00:23 PM	06 Mar, 2025 04:48:38 PM	03 Mar, 2025 10:53:04 PM	0:03:13		Internal
596115397792			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 Mar, 2025 03:00:23 PM	06 Mar, 2025 04:48:38 PM	03 Mar, 2025 10:53:04 PM	0:03:13		Internal
596115397792			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 Mar, 2025 03:00:23 PM	06 Mar, 2025 04:48:38 PM	03 Mar, 2025 10:53:04 PM	0:03:13		Internal
596115397792			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Mar, 2025 03:00:23 PM	06 Mar, 2025 04:48:38 PM	03 Mar, 2025 10:53:04 PM	0:03:13		Internal
596115397792			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Mar, 2025 03:00:23 PM	06 Mar, 2025 04:48:38 PM	03 Mar, 2025 10:53:04 PM	0:03:13		Internal
596115397792			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 Mar, 2025 03:00:23 PM	06 Mar, 2025 04:48:38 PM	03 Mar, 2025 10:53:04 PM	0:03:13		Internal
596115397792			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Mar, 2025 03:00:23 PM	06 Mar, 2025 04:48:38 PM	03 Mar, 2025 10:53:04 PM	0:03:13		Internal
596115397792			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Mar, 2025 03:00:23 PM	06 Mar, 2025 04:48:38 PM	03 Mar, 2025 10:53:04 PM	0:03:13		Internal
596115397792			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Mar, 2025 03:00:23 PM	06 Mar, 2025 04:48:38 PM	03 Mar, 2025 10:53:04 PM	0:03:13		Internal
596115397792			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Mar, 2025 03:00:23 PM	06 Mar, 2025 04:48:38 PM	03 Mar, 2025 10:53:04 PM	0:03:13		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596115397792	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	[redacted]	05 Mar, 2025 03:00:23 PM	06 Mar, 2025 04:48:38 PM	03 Mar, 2025 10:53:04 PM	0:03:13		Internal
596115397792			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Mar, 2025 03:00:23 PM	06 Mar, 2025 04:48:38 PM	03 Mar, 2025 10:53:04 PM	0:03:13		Internal
596115397792			CTE_Res_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Mar, 2025 03:00:23 PM	06 Mar, 2025 04:48:38 PM	03 Mar, 2025 10:53:04 PM	0:03:13		Internal
596115397792			CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Mar, 2025 03:00:23 PM	06 Mar, 2025 04:48:38 PM	03 Mar, 2025 10:53:04 PM	0:03:13		Internal
596115611513			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Mar, 2025 07:00:22 AM	06 Mar, 2025 06:18:15 PM	05 Mar, 2025 01:17:57 PM	0:09:52		Internal
596115611513			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Mar, 2025 07:00:22 AM	06 Mar, 2025 06:18:15 PM	05 Mar, 2025 01:17:57 PM	0:09:52		Internal
596115611513			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Mar, 2025 07:00:22 AM	06 Mar, 2025 06:18:15 PM	05 Mar, 2025 01:17:57 PM	0:09:52		Internal
596115611513			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Mar, 2025 07:00:22 AM	06 Mar, 2025 06:18:15 PM	05 Mar, 2025 01:17:57 PM	0:09:52		Internal
596115611513			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Mar, 2025 07:00:22 AM	06 Mar, 2025 06:18:15 PM	05 Mar, 2025 01:17:57 PM	0:09:52		Internal
596115611513			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Mar, 2025 07:00:22 AM	06 Mar, 2025 06:18:15 PM	05 Mar, 2025 01:17:57 PM	0:09:52		Internal
596115611513			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Mar, 2025 07:00:22 AM	06 Mar, 2025 06:18:15 PM	05 Mar, 2025 01:17:57 PM	0:09:52		Internal
596115611513			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Mar, 2025 07:00:22 AM	06 Mar, 2025 06:18:15 PM	05 Mar, 2025 01:17:57 PM	0:09:52		Internal
596115611513			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Mar, 2025 07:00:22 AM	06 Mar, 2025 06:18:15 PM	05 Mar, 2025 01:17:57 PM	0:09:52		Internal
596115611513			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Mar, 2025 07:00:22 AM	06 Mar, 2025 06:18:15 PM	05 Mar, 2025 01:17:57 PM	0:09:52		Internal
596115611513			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Mar, 2025 07:00:22 AM	06 Mar, 2025 06:18:15 PM	05 Mar, 2025 01:17:57 PM	0:09:52		Internal
596115611513			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Mar, 2025 07:00:22 AM	06 Mar, 2025 06:18:15 PM	05 Mar, 2025 01:17:57 PM	0:09:52		Internal
596115611513			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Mar, 2025 07:00:22 AM	06 Mar, 2025 06:18:15 PM	05 Mar, 2025 01:17:57 PM	0:09:52		Internal
596115611513			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Mar, 2025 07:00:22 AM	06 Mar, 2025 06:18:15 PM	05 Mar, 2025 01:17:57 PM	0:09:52		Internal
596115611513			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Mar, 2025 07:00:22 AM	06 Mar, 2025 06:18:15 PM	05 Mar, 2025 01:17:57 PM	0:09:52		Internal
596115611513			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Mar, 2025 07:00:22 AM	06 Mar, 2025 06:18:15 PM	05 Mar, 2025 01:17:57 PM	0:09:52		Internal
596115611513			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Mar, 2025 07:00:22 AM	06 Mar, 2025 06:18:15 PM	05 Mar, 2025 01:17:57 PM	0:09:52		Internal
596115611513			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Mar, 2025 07:00:22 AM	06 Mar, 2025 06:18:15 PM	05 Mar, 2025 01:17:57 PM	0:09:52		Internal
596115611513			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Mar, 2025 07:00:22 AM	06 Mar, 2025 06:18:15 PM	05 Mar, 2025 01:17:57 PM	0:09:52		Internal
596115611513			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Mar, 2025 07:00:22 AM	06 Mar, 2025 06:18:15 PM	05 Mar, 2025 01:17:57 PM	0:09:52		Internal
596115611513			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Mar, 2025 07:00:22 AM	06 Mar, 2025 06:18:15 PM	05 Mar, 2025 01:17:57 PM	0:09:52		Internal
596115611513			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Mar, 2025 07:00:22 AM	06 Mar, 2025 06:18:15 PM	05 Mar, 2025 01:17:57 PM	0:09:52		Internal
596115611513			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		06 Mar, 2025 07:00:22 AM	06 Mar, 2025 06:18:15 PM	05 Mar, 2025 01:17:57 PM	0:09:52		Internal
596115611513			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Mar, 2025 07:00:22 AM	06 Mar, 2025 06:18:15 PM	05 Mar, 2025 01:17:57 PM	0:09:52		Internal
596115611513			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Mar, 2025 07:00:22 AM	06 Mar, 2025 06:18:15 PM	05 Mar, 2025 01:17:57 PM	0:09:52		Internal
596115611513			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Mar, 2025 07:00:22 AM	06 Mar, 2025 06:18:15 PM	05 Mar, 2025 01:17:57 PM	0:09:52		Internal
596115351835			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Mar, 2025 06:27:56 PM	06 Mar, 2025 06:33:29 PM	03 Mar, 2025 08:28:23 PM	0:02:23		Internal
596115351835			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Mar, 2025 06:27:56 PM	06 Mar, 2025 06:33:29 PM	03 Mar, 2025 08:28:23 PM	0:02:23		Internal
596115351835			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Mar, 2025 06:27:56 PM	06 Mar, 2025 06:33:29 PM	03 Mar, 2025 08:28:23 PM	0:02:23		Internal
596115351835			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Mar, 2025 06:27:56 PM	06 Mar, 2025 06:33:29 PM	03 Mar, 2025 08:28:23 PM	0:02:23		Internal
596115351835			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Mar, 2025 06:27:56 PM	06 Mar, 2025 06:33:29 PM	03 Mar, 2025 08:28:23 PM	0:02:23		Internal
596115351835			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Mar, 2025 06:27:56 PM	06 Mar, 2025 06:33:29 PM	03 Mar, 2025 08:28:23 PM	0:02:23		Internal
596115351835			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Mar, 2025 06:27:56 PM	06 Mar, 2025 06:33:29 PM	03 Mar, 2025 08:28:23 PM	0:02:23		Internal
596115351835			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Mar, 2025 06:27:56 PM	06 Mar, 2025 06:33:29 PM	03 Mar, 2025 08:28:23 PM	0:02:23		Internal
596115351835			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Mar, 2025 06:27:56 PM	06 Mar, 2025 06:33:29 PM	03 Mar, 2025 08:28:23 PM	0:02:23		Internal
596115351835			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Mar, 2025 06:27:56 PM	06 Mar, 2025 06:33:29 PM	03 Mar, 2025 08:28:23 PM	0:02:23		Internal
596115351835			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Mar, 2025 06:27:56 PM	06 Mar, 2025 06:33:29 PM	03 Mar, 2025 08:28:23 PM	0:02:23		Internal
596115351835			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Mar, 2025 06:27:56 PM	06 Mar, 2025 06:33:29 PM	03 Mar, 2025 08:28:23 PM	0:02:23		Internal
596115351835			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Mar, 2025 06:27:56 PM	06 Mar, 2025 06:33:29 PM	03 Mar, 2025 08:28:23 PM	0:02:23		Internal
596115351835			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Mar, 2025 06:27:56 PM	06 Mar, 2025 06:33:29 PM	03 Mar, 2025 08:28:23 PM	0:02:23		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596115351835	[redacted]		CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	06 Mar, 2025 06:27:56 PM	06 Mar, 2025 06:33:29 PM	03 Mar, 2025 08:28:23 PM	0:02:23		Internal
596115351835			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Mar, 2025 06:27:56 PM	06 Mar, 2025 06:33:29 PM	03 Mar, 2025 08:28:23 PM	0:02:23		Internal
596115351835			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Mar, 2025 06:27:56 PM	06 Mar, 2025 06:33:29 PM	03 Mar, 2025 08:28:23 PM	0:02:23		Internal
596115351835			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Mar, 2025 06:27:56 PM	06 Mar, 2025 06:33:29 PM	03 Mar, 2025 08:28:23 PM	0:02:23		Internal
596115351835			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Mar, 2025 06:27:56 PM	06 Mar, 2025 06:33:29 PM	03 Mar, 2025 08:28:23 PM	0:02:23		Internal
596115351835			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Mar, 2025 06:27:56 PM	06 Mar, 2025 06:33:29 PM	03 Mar, 2025 08:28:23 PM	0:02:23		Internal
596115351835			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Mar, 2025 06:27:56 PM	06 Mar, 2025 06:33:29 PM	03 Mar, 2025 08:28:23 PM	0:02:23		Internal
596115351835			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Mar, 2025 06:27:56 PM	06 Mar, 2025 06:33:29 PM	03 Mar, 2025 08:28:23 PM	0:02:23		Internal
596115351835			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		06 Mar, 2025 06:27:56 PM	06 Mar, 2025 06:33:29 PM	03 Mar, 2025 08:28:23 PM	0:02:23		Internal
596115351835			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Mar, 2025 06:27:56 PM	06 Mar, 2025 06:33:29 PM	03 Mar, 2025 08:28:23 PM	0:02:23		Internal
596115351835			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Mar, 2025 06:27:56 PM	06 Mar, 2025 06:33:29 PM	03 Mar, 2025 08:28:23 PM	0:02:23		Internal
596115351835			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Mar, 2025 06:27:56 PM	06 Mar, 2025 06:33:29 PM	03 Mar, 2025 08:28:23 PM	0:02:23		Internal
596115556032			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Mar, 2025 01:22:51 PM	06 Mar, 2025 06:41:43 PM	04 Mar, 2025 08:43:41 PM	0:04:29		Internal
596115556032			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Mar, 2025 01:22:51 PM	06 Mar, 2025 06:41:43 PM	04 Mar, 2025 08:43:41 PM	0:04:29		Internal
596115556032			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Mar, 2025 01:22:51 PM	06 Mar, 2025 06:41:43 PM	04 Mar, 2025 08:43:41 PM	0:04:29		Internal
596115556032			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Mar, 2025 01:22:51 PM	06 Mar, 2025 06:41:43 PM	04 Mar, 2025 08:43:41 PM	0:04:29		Internal
596115556032			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Mar, 2025 01:22:51 PM	06 Mar, 2025 06:41:43 PM	04 Mar, 2025 08:43:41 PM	0:04:29		Internal
596115556032			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Mar, 2025 01:22:51 PM	06 Mar, 2025 06:41:43 PM	04 Mar, 2025 08:43:41 PM	0:04:29		Internal
596115556032			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Mar, 2025 01:22:51 PM	06 Mar, 2025 06:41:43 PM	04 Mar, 2025 08:43:41 PM	0:04:29		Internal
596115556032			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Mar, 2025 01:22:51 PM	06 Mar, 2025 06:41:43 PM	04 Mar, 2025 08:43:41 PM	0:04:29		Internal
596115556032			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Mar, 2025 01:22:51 PM	06 Mar, 2025 06:41:43 PM	04 Mar, 2025 08:43:41 PM	0:04:29		Internal
596115556032			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Mar, 2025 01:22:51 PM	06 Mar, 2025 06:41:43 PM	04 Mar, 2025 08:43:41 PM	0:04:29		Internal
596115556032			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Mar, 2025 01:22:51 PM	06 Mar, 2025 06:41:43 PM	04 Mar, 2025 08:43:41 PM	0:04:29		Internal
596115556032			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Mar, 2025 01:22:51 PM	06 Mar, 2025 06:41:43 PM	04 Mar, 2025 08:43:41 PM	0:04:29		Internal
596115556032			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Mar, 2025 01:22:51 PM	06 Mar, 2025 06:41:43 PM	04 Mar, 2025 08:43:41 PM	0:04:29		Internal
596115556032			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Mar, 2025 01:22:51 PM	06 Mar, 2025 06:41:43 PM	04 Mar, 2025 08:43:41 PM	0:04:29		Internal
596115556032			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Mar, 2025 01:22:51 PM	06 Mar, 2025 06:41:43 PM	04 Mar, 2025 08:43:41 PM	0:04:29		Internal
596115556032			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Mar, 2025 01:22:51 PM	06 Mar, 2025 06:41:43 PM	04 Mar, 2025 08:43:41 PM	0:04:29		Internal
596115556032			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Mar, 2025 01:22:51 PM	06 Mar, 2025 06:41:43 PM	04 Mar, 2025 08:43:41 PM	0:04:29		Internal
596115556032			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Mar, 2025 01:22:51 PM	06 Mar, 2025 06:41:43 PM	04 Mar, 2025 08:43:41 PM	0:04:29		Internal
596115556032			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Mar, 2025 01:22:51 PM	06 Mar, 2025 06:41:43 PM	04 Mar, 2025 08:43:41 PM	0:04:29		Internal
596115556032			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Mar, 2025 01:22:51 PM	06 Mar, 2025 06:41:43 PM	04 Mar, 2025 08:43:41 PM	0:04:29		Internal
596115556032			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Mar, 2025 01:22:51 PM	06 Mar, 2025 06:41:43 PM	04 Mar, 2025 08:43:41 PM	0:04:29		Internal
596115556032			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Mar, 2025 01:22:51 PM	06 Mar, 2025 06:41:43 PM	04 Mar, 2025 08:43:41 PM	0:04:29		Internal
596115556032			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		06 Mar, 2025 01:22:51 PM	06 Mar, 2025 06:41:43 PM	04 Mar, 2025 08:43:41 PM	0:04:29		Internal
596115556032			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Mar, 2025 01:22:51 PM	06 Mar, 2025 06:41:43 PM	04 Mar, 2025 08:43:41 PM	0:04:29		Internal
596115556032			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Mar, 2025 01:22:51 PM	06 Mar, 2025 06:41:43 PM	04 Mar, 2025 08:43:41 PM	0:04:29		Internal
596115556032			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Mar, 2025 01:22:51 PM	06 Mar, 2025 06:41:43 PM	04 Mar, 2025 08:43:41 PM	0:04:29		Internal
596115591710			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Mar, 2025 06:57:06 PM	06 Mar, 2025 07:06:39 PM	04 Mar, 2025 11:04:07 PM	0:04:52		Internal
596115591710			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Mar, 2025 06:57:06 PM	06 Mar, 2025 07:06:39 PM	04 Mar, 2025 11:04:07 PM	0:04:52		Internal
596115591710			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Mar, 2025 06:57:06 PM	06 Mar, 2025 07:06:39 PM	04 Mar, 2025 11:04:07 PM	0:04:52		Internal
596115591710			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Mar, 2025 06:57:06 PM	06 Mar, 2025 07:06:39 PM	04 Mar, 2025 11:04:07 PM	0:04:52		Internal
596115591710			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Mar, 2025 06:57:06 PM	06 Mar, 2025 07:06:39 PM	04 Mar, 2025 11:04:07 PM	0:04:52		Internal
596115591710			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Mar, 2025 06:57:06 PM	06 Mar, 2025 07:06:39 PM	04 Mar, 2025 11:04:07 PM	0:04:52		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596115591710	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	06 Mar, 2025 06:57:06 PM	06 Mar, 2025 07:06:39 PM	04 Mar, 2025 11:04:07 PM	0:04:52		Internal
596115591710			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Mar, 2025 06:57:06 PM	06 Mar, 2025 07:06:39 PM	04 Mar, 2025 11:04:07 PM	0:04:52		Internal
596115591710			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Mar, 2025 06:57:06 PM	06 Mar, 2025 07:06:39 PM	04 Mar, 2025 11:04:07 PM	0:04:52		Internal
596115591710			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Mar, 2025 06:57:06 PM	06 Mar, 2025 07:06:39 PM	04 Mar, 2025 11:04:07 PM	0:04:52		Internal
596115591710			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Mar, 2025 06:57:06 PM	06 Mar, 2025 07:06:39 PM	04 Mar, 2025 11:04:07 PM	0:04:52		Internal
596115591710			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Mar, 2025 06:57:06 PM	06 Mar, 2025 07:06:39 PM	04 Mar, 2025 11:04:07 PM	0:04:52		Internal
596115591710			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Mar, 2025 06:57:06 PM	06 Mar, 2025 07:06:39 PM	04 Mar, 2025 11:04:07 PM	0:04:52		Internal
596115591710			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Mar, 2025 06:57:06 PM	06 Mar, 2025 07:06:39 PM	04 Mar, 2025 11:04:07 PM	0:04:52		Internal
596115591710			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Mar, 2025 06:57:06 PM	06 Mar, 2025 07:06:39 PM	04 Mar, 2025 11:04:07 PM	0:04:52		Internal
596115591710			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Mar, 2025 06:57:06 PM	06 Mar, 2025 07:06:39 PM	04 Mar, 2025 11:04:07 PM	0:04:52		Internal
596115591710			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Mar, 2025 06:57:06 PM	06 Mar, 2025 07:06:39 PM	04 Mar, 2025 11:04:07 PM	0:04:52		Internal
596115591710			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Mar, 2025 06:57:06 PM	06 Mar, 2025 07:06:39 PM	04 Mar, 2025 11:04:07 PM	0:04:52		Internal
596115591710			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Mar, 2025 06:57:06 PM	06 Mar, 2025 07:06:39 PM	04 Mar, 2025 11:04:07 PM	0:04:52		Internal
596115591710			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Mar, 2025 06:57:06 PM	06 Mar, 2025 07:06:39 PM	04 Mar, 2025 11:04:07 PM	0:04:52		Internal
596115591710			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Mar, 2025 06:57:06 PM	06 Mar, 2025 07:06:39 PM	04 Mar, 2025 11:04:07 PM	0:04:52		Internal
596115591710			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Mar, 2025 06:57:06 PM	06 Mar, 2025 07:06:39 PM	04 Mar, 2025 11:04:07 PM	0:04:52		Internal
596115591710			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		06 Mar, 2025 06:57:06 PM	06 Mar, 2025 07:06:39 PM	04 Mar, 2025 11:04:07 PM	0:04:52		Internal
596115591710			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Mar, 2025 06:57:06 PM	06 Mar, 2025 07:06:39 PM	04 Mar, 2025 11:04:07 PM	0:04:52		Internal
596115591710			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Mar, 2025 06:57:06 PM	06 Mar, 2025 07:06:39 PM	04 Mar, 2025 11:04:07 PM	0:04:52		Internal
596115591710			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Mar, 2025 06:57:06 PM	06 Mar, 2025 07:06:39 PM	04 Mar, 2025 11:04:07 PM	0:04:52		Internal
596115439020			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Mar, 2025 04:30:52 PM	06 Mar, 2025 07:19:05 PM	04 Mar, 2025 02:16:15 PM	0:03:29		Internal
596115439020			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Mar, 2025 04:30:52 PM	06 Mar, 2025 07:19:05 PM	04 Mar, 2025 02:16:15 PM	0:03:29		Internal
596115439020			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Mar, 2025 04:30:52 PM	06 Mar, 2025 07:19:05 PM	04 Mar, 2025 02:16:15 PM	0:03:29		Internal
596115439020			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Mar, 2025 04:30:52 PM	06 Mar, 2025 07:19:05 PM	04 Mar, 2025 02:16:15 PM	0:03:29		Internal
596115439020			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Mar, 2025 04:30:52 PM	06 Mar, 2025 07:19:05 PM	04 Mar, 2025 02:16:15 PM	0:03:29		Internal
596115439020			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Mar, 2025 04:30:52 PM	06 Mar, 2025 07:19:05 PM	04 Mar, 2025 02:16:15 PM	0:03:29		Internal
596115439020			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Mar, 2025 04:30:52 PM	06 Mar, 2025 07:19:05 PM	04 Mar, 2025 02:16:15 PM	0:03:29		Internal
596115439020			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Mar, 2025 04:30:52 PM	06 Mar, 2025 07:19:05 PM	04 Mar, 2025 02:16:15 PM	0:03:29		Internal
596115439020			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Mar, 2025 04:30:52 PM	06 Mar, 2025 07:19:05 PM	04 Mar, 2025 02:16:15 PM	0:03:29		Internal
596115439020			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Mar, 2025 04:30:52 PM	06 Mar, 2025 07:19:05 PM	04 Mar, 2025 02:16:15 PM	0:03:29		Internal
596115439020			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Mar, 2025 04:30:52 PM	06 Mar, 2025 07:19:05 PM	04 Mar, 2025 02:16:15 PM	0:03:29		Internal
596115439020			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Mar, 2025 04:30:52 PM	06 Mar, 2025 07:19:05 PM	04 Mar, 2025 02:16:15 PM	0:03:29		Internal
596115439020			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Mar, 2025 04:30:52 PM	06 Mar, 2025 07:19:05 PM	04 Mar, 2025 02:16:15 PM	0:03:29		Internal
596115439020			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Mar, 2025 04:30:52 PM	06 Mar, 2025 07:19:05 PM	04 Mar, 2025 02:16:15 PM	0:03:29		Internal
596115439020			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Mar, 2025 04:30:52 PM	06 Mar, 2025 07:19:05 PM	04 Mar, 2025 02:16:15 PM	0:03:29		Internal
596115439020			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Mar, 2025 04:30:52 PM	06 Mar, 2025 07:19:05 PM	04 Mar, 2025 02:16:15 PM	0:03:29		Internal
596115439020			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Mar, 2025 04:30:52 PM	06 Mar, 2025 07:19:05 PM	04 Mar, 2025 02:16:15 PM	0:03:29		Internal
596115439020			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Mar, 2025 04:30:52 PM	06 Mar, 2025 07:19:05 PM	04 Mar, 2025 02:16:15 PM	0:03:29		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596115439020	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	04 Mar, 2025 04:30:52 PM	06 Mar, 2025 07:19:05 PM	04 Mar, 2025 02:16:15 PM	0:03:29		Internal
596115439020			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Mar, 2025 04:30:52 PM	06 Mar, 2025 07:19:05 PM	04 Mar, 2025 02:16:15 PM	0:03:29		Internal
596115439020			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Mar, 2025 04:30:52 PM	06 Mar, 2025 07:19:05 PM	04 Mar, 2025 02:16:15 PM	0:03:29		Internal
596115439020			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Mar, 2025 04:30:52 PM	06 Mar, 2025 07:19:05 PM	04 Mar, 2025 02:16:15 PM	0:03:29		Internal
596115439020			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		04 Mar, 2025 04:30:52 PM	06 Mar, 2025 07:19:05 PM	04 Mar, 2025 02:16:15 PM	0:03:29		Internal
596115439020			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Mar, 2025 04:30:52 PM	06 Mar, 2025 07:19:05 PM	04 Mar, 2025 02:16:15 PM	0:03:29		Internal
596115439020			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Mar, 2025 04:30:52 PM	06 Mar, 2025 07:19:05 PM	04 Mar, 2025 02:16:15 PM	0:03:29		Internal
596115439020			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Mar, 2025 04:30:52 PM	06 Mar, 2025 07:19:05 PM	04 Mar, 2025 02:16:15 PM	0:03:29		Internal
596115321263			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Mar, 2025 12:30:42 AM	06 Mar, 2025 07:53:36 PM	03 Mar, 2025 07:33:10 PM	0:09:17		Internal
596115321263			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Mar, 2025 12:30:42 AM	06 Mar, 2025 07:53:36 PM	03 Mar, 2025 07:33:10 PM	0:09:17		Internal
596115321263			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Mar, 2025 12:30:42 AM	06 Mar, 2025 07:53:36 PM	03 Mar, 2025 07:33:10 PM	0:09:17		Internal
596115321263			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Mar, 2025 12:30:42 AM	06 Mar, 2025 07:53:36 PM	03 Mar, 2025 07:33:10 PM	0:09:17		Internal
596115321263			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Mar, 2025 12:30:42 AM	06 Mar, 2025 07:53:36 PM	03 Mar, 2025 07:33:10 PM	0:09:17		Internal
596115321263			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Mar, 2025 12:30:42 AM	06 Mar, 2025 07:53:36 PM	03 Mar, 2025 07:33:10 PM	0:09:17		Internal
596115321263			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Mar, 2025 12:30:42 AM	06 Mar, 2025 07:53:36 PM	03 Mar, 2025 07:33:10 PM	0:09:17		Internal
596115321263			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Mar, 2025 12:30:42 AM	06 Mar, 2025 07:53:36 PM	03 Mar, 2025 07:33:10 PM	0:09:17		Internal
596115321263			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Mar, 2025 12:30:42 AM	06 Mar, 2025 07:53:36 PM	03 Mar, 2025 07:33:10 PM	0:09:17		Internal
596115321263			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Mar, 2025 12:30:42 AM	06 Mar, 2025 07:53:36 PM	03 Mar, 2025 07:33:10 PM	0:09:17		Internal
596115321263			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Mar, 2025 12:30:42 AM	06 Mar, 2025 07:53:36 PM	03 Mar, 2025 07:33:10 PM	0:09:17		Internal
596115321263			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Mar, 2025 12:30:42 AM	06 Mar, 2025 07:53:36 PM	03 Mar, 2025 07:33:10 PM	0:09:17		Internal
596115321263			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Mar, 2025 12:30:42 AM	06 Mar, 2025 07:53:36 PM	03 Mar, 2025 07:33:10 PM	0:09:17		Internal
596115321263			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Mar, 2025 12:30:42 AM	06 Mar, 2025 07:53:36 PM	03 Mar, 2025 07:33:10 PM	0:09:17		Internal
596115321263			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Mar, 2025 12:30:42 AM	06 Mar, 2025 07:53:36 PM	03 Mar, 2025 07:33:10 PM	0:09:17		Internal
596115321263			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Mar, 2025 12:30:42 AM	06 Mar, 2025 07:53:36 PM	03 Mar, 2025 07:33:10 PM	0:09:17		Internal
596115321263			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Mar, 2025 12:30:42 AM	06 Mar, 2025 07:53:36 PM	03 Mar, 2025 07:33:10 PM	0:09:17		Internal
596115321263			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Mar, 2025 12:30:42 AM	06 Mar, 2025 07:53:36 PM	03 Mar, 2025 07:33:10 PM	0:09:17		Internal
596115321263			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Mar, 2025 12:30:42 AM	06 Mar, 2025 07:53:36 PM	03 Mar, 2025 07:33:10 PM	0:09:17		Internal
596115321263			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Mar, 2025 12:30:42 AM	06 Mar, 2025 07:53:36 PM	03 Mar, 2025 07:33:10 PM	0:09:17		Internal
596115321263			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Mar, 2025 12:30:42 AM	06 Mar, 2025 07:53:36 PM	03 Mar, 2025 07:33:10 PM	0:09:17		Internal
596115321263			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Mar, 2025 12:30:42 AM	06 Mar, 2025 07:53:36 PM	03 Mar, 2025 07:33:10 PM	0:09:17		Internal
596115321263			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		04 Mar, 2025 12:30:42 AM	06 Mar, 2025 07:53:36 PM	03 Mar, 2025 07:33:10 PM	0:09:17		Internal
596115321263			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Mar, 2025 12:30:42 AM	06 Mar, 2025 07:53:36 PM	03 Mar, 2025 07:33:10 PM	0:09:17		Internal
596115321263			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Mar, 2025 12:30:42 AM	06 Mar, 2025 07:53:36 PM	03 Mar, 2025 07:33:10 PM	0:09:17		Internal
596115321263			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Mar, 2025 12:30:42 AM	06 Mar, 2025 07:53:36 PM	03 Mar, 2025 07:33:10 PM	0:09:17		Internal
596115753578			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Mar, 2025 07:49:40 PM	06 Mar, 2025 07:58:31 PM	05 Mar, 2025 09:33:38 PM	0:02:00		Internal
596115753578			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Mar, 2025 07:49:40 PM	06 Mar, 2025 07:58:31 PM	05 Mar, 2025 09:33:38 PM	0:02:00		Internal
596115753578			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Mar, 2025 07:49:40 PM	06 Mar, 2025 07:58:31 PM	05 Mar, 2025 09:33:38 PM	0:02:00		Internal
596115753578			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Mar, 2025 07:49:40 PM	06 Mar, 2025 07:58:31 PM	05 Mar, 2025 09:33:38 PM	0:02:00		Internal
596115753578			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Mar, 2025 07:49:40 PM	06 Mar, 2025 07:58:31 PM	05 Mar, 2025 09:33:38 PM	0:02:00		Internal
596115753578			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Mar, 2025 07:49:40 PM	06 Mar, 2025 07:58:31 PM	05 Mar, 2025 09:33:38 PM	0:02:00		Internal

Master Contact		Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596115753578		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Mar, 2025 07:49:40 PM	06 Mar, 2025 07:58:31 PM	05 Mar, 2025 09:33:38 PM	0:02:00		Internal
596115753578		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Mar, 2025 07:49:40 PM	06 Mar, 2025 07:58:31 PM	05 Mar, 2025 09:33:38 PM	0:02:00		Internal
596115753578		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Mar, 2025 07:49:40 PM	06 Mar, 2025 07:58:31 PM	05 Mar, 2025 09:33:38 PM	0:02:00		Internal
596115753578		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Mar, 2025 07:49:40 PM	06 Mar, 2025 07:58:31 PM	05 Mar, 2025 09:33:38 PM	0:02:00		Internal
596115753578		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Mar, 2025 07:49:40 PM	06 Mar, 2025 07:58:31 PM	05 Mar, 2025 09:33:38 PM	0:02:00		Internal
596115753578		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Mar, 2025 07:49:40 PM	06 Mar, 2025 07:58:31 PM	05 Mar, 2025 09:33:38 PM	0:02:00		Internal
596115753578		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Mar, 2025 07:49:40 PM	06 Mar, 2025 07:58:31 PM	05 Mar, 2025 09:33:38 PM	0:02:00		Internal
596115753578		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Mar, 2025 07:49:40 PM	06 Mar, 2025 07:58:31 PM	05 Mar, 2025 09:33:38 PM	0:02:00		Internal
596115753578		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Mar, 2025 07:49:40 PM	06 Mar, 2025 07:58:31 PM	05 Mar, 2025 09:33:38 PM	0:02:00		Internal
596115753578		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Mar, 2025 07:49:40 PM	06 Mar, 2025 07:58:31 PM	05 Mar, 2025 09:33:38 PM	0:02:00		Internal
596115753578		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Mar, 2025 07:49:40 PM	06 Mar, 2025 07:58:31 PM	05 Mar, 2025 09:33:38 PM	0:02:00		Internal
596115753578		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Mar, 2025 07:49:40 PM	06 Mar, 2025 07:58:31 PM	05 Mar, 2025 09:33:38 PM	0:02:00		Internal
596115753578		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Mar, 2025 07:49:40 PM	06 Mar, 2025 07:58:31 PM	05 Mar, 2025 09:33:38 PM	0:02:00		Internal
596115753578		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Mar, 2025 07:49:40 PM	06 Mar, 2025 07:58:31 PM	05 Mar, 2025 09:33:38 PM	0:02:00		Internal
596115753578		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Mar, 2025 07:49:40 PM	06 Mar, 2025 07:58:31 PM	05 Mar, 2025 09:33:38 PM	0:02:00		Internal
596115753578		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Mar, 2025 07:49:40 PM	06 Mar, 2025 07:58:31 PM	05 Mar, 2025 09:33:38 PM	0:02:00		Internal
596115753578		CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		06 Mar, 2025 07:49:40 PM	06 Mar, 2025 07:58:31 PM	05 Mar, 2025 09:33:38 PM	0:02:00		Internal
596115753578		CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Mar, 2025 07:49:40 PM	06 Mar, 2025 07:58:31 PM	05 Mar, 2025 09:33:38 PM	0:02:00		Internal
596115753578		CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Mar, 2025 07:49:40 PM	06 Mar, 2025 07:58:31 PM	05 Mar, 2025 09:33:38 PM	0:02:00		Internal
596115753578		CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Mar, 2025 07:49:40 PM	06 Mar, 2025 07:58:31 PM	05 Mar, 2025 09:33:38 PM	0:02:00		Internal
596115331603		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Mar, 2025 08:12:02 PM	06 Mar, 2025 08:17:25 PM	03 Mar, 2025 07:30:03 PM	0:03:00		Internal
596115331603		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Mar, 2025 08:12:02 PM	06 Mar, 2025 08:17:25 PM	03 Mar, 2025 07:30:03 PM	0:03:00		Internal
596115331603		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Mar, 2025 08:12:02 PM	06 Mar, 2025 08:17:25 PM	03 Mar, 2025 07:30:03 PM	0:03:00		Internal
596115331603		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Mar, 2025 08:12:02 PM	06 Mar, 2025 08:17:25 PM	03 Mar, 2025 07:30:03 PM	0:03:00		Internal
596115331603		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Mar, 2025 08:12:02 PM	06 Mar, 2025 08:17:25 PM	03 Mar, 2025 07:30:03 PM	0:03:00		Internal
596115331603		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Mar, 2025 08:12:02 PM	06 Mar, 2025 08:17:25 PM	03 Mar, 2025 07:30:03 PM	0:03:00		Internal
596115331603		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Mar, 2025 08:12:02 PM	06 Mar, 2025 08:17:25 PM	03 Mar, 2025 07:30:03 PM	0:03:00		Internal
596115331603		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Mar, 2025 08:12:02 PM	06 Mar, 2025 08:17:25 PM	03 Mar, 2025 07:30:03 PM	0:03:00		Internal
596115331603		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Mar, 2025 08:12:02 PM	06 Mar, 2025 08:17:25 PM	03 Mar, 2025 07:30:03 PM	0:03:00		Internal
596115331603		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Mar, 2025 08:12:02 PM	06 Mar, 2025 08:17:25 PM	03 Mar, 2025 07:30:03 PM	0:03:00		Internal
596115331603		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Mar, 2025 08:12:02 PM	06 Mar, 2025 08:17:25 PM	03 Mar, 2025 07:30:03 PM	0:03:00		Internal
596115331603		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Mar, 2025 08:12:02 PM	06 Mar, 2025 08:17:25 PM	03 Mar, 2025 07:30:03 PM	0:03:00		Internal
596115331603		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Mar, 2025 08:12:02 PM	06 Mar, 2025 08:17:25 PM	03 Mar, 2025 07:30:03 PM	0:03:00		Internal
596115331603		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Mar, 2025 08:12:02 PM	06 Mar, 2025 08:17:25 PM	03 Mar, 2025 07:30:03 PM	0:03:00		Internal

Master Contact		Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596115331603		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Mar, 2025 08:12:02 PM	06 Mar, 2025 08:17:25 PM	03 Mar, 2025 07:30:03 PM	0:03:00		Internal
596115331603		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Mar, 2025 08:12:02 PM	06 Mar, 2025 08:17:25 PM	03 Mar, 2025 07:30:03 PM	0:03:00		Internal
596115331603		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Mar, 2025 08:12:02 PM	06 Mar, 2025 08:17:25 PM	03 Mar, 2025 07:30:03 PM	0:03:00		Internal
596115331603		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Mar, 2025 08:12:02 PM	06 Mar, 2025 08:17:25 PM	03 Mar, 2025 07:30:03 PM	0:03:00		Internal
596115331603		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Mar, 2025 08:12:02 PM	06 Mar, 2025 08:17:25 PM	03 Mar, 2025 07:30:03 PM	0:03:00		Internal
596115331603		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Mar, 2025 08:12:02 PM	06 Mar, 2025 08:17:25 PM	03 Mar, 2025 07:30:03 PM	0:03:00		Internal
596115331603		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Mar, 2025 08:12:02 PM	06 Mar, 2025 08:17:25 PM	03 Mar, 2025 07:30:03 PM	0:03:00		Internal
596115331603		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Mar, 2025 08:12:02 PM	06 Mar, 2025 08:17:25 PM	03 Mar, 2025 07:30:03 PM	0:03:00		Internal
596115331603		CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		06 Mar, 2025 08:12:02 PM	06 Mar, 2025 08:17:25 PM	03 Mar, 2025 07:30:03 PM	0:03:00		Internal
596115331603		CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Mar, 2025 08:12:02 PM	06 Mar, 2025 08:17:25 PM	03 Mar, 2025 07:30:03 PM	0:03:00		Internal
596115331603		CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Mar, 2025 08:12:02 PM	06 Mar, 2025 08:17:25 PM	03 Mar, 2025 07:30:03 PM	0:03:00		Internal
596115331603		CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Mar, 2025 08:12:02 PM	06 Mar, 2025 08:17:25 PM	03 Mar, 2025 07:30:03 PM	0:03:00		Internal
596115234756		CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Mar, 2025 04:00:52 PM	06 Mar, 2025 08:23:09 PM	03 Mar, 2025 03:53:19 PM	0:02:11		Internal
596115234756		CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Mar, 2025 04:00:52 PM	06 Mar, 2025 08:23:09 PM	03 Mar, 2025 03:53:19 PM	0:02:11		Internal
596115234756		CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Mar, 2025 04:00:52 PM	06 Mar, 2025 08:23:09 PM	03 Mar, 2025 03:53:19 PM	0:02:11		Internal
596115234756		CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Mar, 2025 04:00:52 PM	06 Mar, 2025 08:23:09 PM	03 Mar, 2025 03:53:19 PM	0:02:11		Internal
596115234756		CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Mar, 2025 04:00:52 PM	06 Mar, 2025 08:23:09 PM	03 Mar, 2025 03:53:19 PM	0:02:11		Internal
596115234756		CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Mar, 2025 04:00:52 PM	06 Mar, 2025 08:23:09 PM	03 Mar, 2025 03:53:19 PM	0:02:11		Internal
596115234756		CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Mar, 2025 04:00:52 PM	06 Mar, 2025 08:23:09 PM	03 Mar, 2025 03:53:19 PM	0:02:11		Internal
596115234756		CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Mar, 2025 04:00:52 PM	06 Mar, 2025 08:23:09 PM	03 Mar, 2025 03:53:19 PM	0:02:11		Internal
596115234756		CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Mar, 2025 04:00:52 PM	06 Mar, 2025 08:23:09 PM	03 Mar, 2025 03:53:19 PM	0:02:11		Internal
596115234756		CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Mar, 2025 04:00:52 PM	06 Mar, 2025 08:23:09 PM	03 Mar, 2025 03:53:19 PM	0:02:11		Internal
596115234756		CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Mar, 2025 04:00:52 PM	06 Mar, 2025 08:23:09 PM	03 Mar, 2025 03:53:19 PM	0:02:11		Internal
596115234756		CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Mar, 2025 04:00:52 PM	06 Mar, 2025 08:23:09 PM	03 Mar, 2025 03:53:19 PM	0:02:11		Internal
596115234756		CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Mar, 2025 04:00:52 PM	06 Mar, 2025 08:23:09 PM	03 Mar, 2025 03:53:19 PM	0:02:11		Internal
596115234756		CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Mar, 2025 04:00:52 PM	06 Mar, 2025 08:23:09 PM	03 Mar, 2025 03:53:19 PM	0:02:11		Internal
596115234756		CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Mar, 2025 04:00:52 PM	06 Mar, 2025 08:23:09 PM	03 Mar, 2025 03:53:19 PM	0:02:11		Internal
596115234756		CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Mar, 2025 04:00:52 PM	06 Mar, 2025 08:23:09 PM	03 Mar, 2025 03:53:19 PM	0:02:11		Internal
596115234756		CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Mar, 2025 04:00:52 PM	06 Mar, 2025 08:23:09 PM	03 Mar, 2025 03:53:19 PM	0:02:11		Internal
596115234756		CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Mar, 2025 04:00:52 PM	06 Mar, 2025 08:23:09 PM	03 Mar, 2025 03:53:19 PM	0:02:11		Internal
596115234756		CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Mar, 2025 04:00:52 PM	06 Mar, 2025 08:23:09 PM	03 Mar, 2025 03:53:19 PM	0:02:11		Internal
596115234756		CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Mar, 2025 04:00:52 PM	06 Mar, 2025 08:23:09 PM	03 Mar, 2025 03:53:19 PM	0:02:11		Internal
596115234756		CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Mar, 2025 04:00:52 PM	06 Mar, 2025 08:23:09 PM	03 Mar, 2025 03:53:19 PM	0:02:11		Internal
596115234756		CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Mar, 2025 04:00:52 PM	06 Mar, 2025 08:23:09 PM	03 Mar, 2025 03:53:19 PM	0:02:11		Internal
596115234756		CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Mar, 2025 04:00:52 PM	06 Mar, 2025 08:23:09 PM	03 Mar, 2025 03:53:19 PM	0:02:11		Internal
596115234756		CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Mar, 2025 04:00:52 PM	06 Mar, 2025 08:23:09 PM	03 Mar, 2025 03:53:19 PM	0:02:11		Internal
596115234756		CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Mar, 2025 04:00:52 PM	06 Mar, 2025 08:23:09 PM	03 Mar, 2025 03:53:19 PM	0:02:11		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596115234756	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	[redacted]	03 Mar, 2025 04:00:52 PM	06 Mar, 2025 08:23:09 PM	03 Mar, 2025 03:53:19 PM	0:02:11		Internal
596115391603			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Mar, 2025 12:30:43 AM	06 Mar, 2025 08:36:50 PM	03 Mar, 2025 10:37:14 PM	0:02:28		Internal
596115391603			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Mar, 2025 12:30:43 AM	06 Mar, 2025 08:36:50 PM	03 Mar, 2025 10:37:14 PM	0:02:28		Internal
596115391603			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Mar, 2025 12:30:43 AM	06 Mar, 2025 08:36:50 PM	03 Mar, 2025 10:37:14 PM	0:02:28		Internal
596115391603			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Mar, 2025 12:30:43 AM	06 Mar, 2025 08:36:50 PM	03 Mar, 2025 10:37:14 PM	0:02:28		Internal
596115391603			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Mar, 2025 12:30:43 AM	06 Mar, 2025 08:36:50 PM	03 Mar, 2025 10:37:14 PM	0:02:28		Internal
596115391603			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Mar, 2025 12:30:43 AM	06 Mar, 2025 08:36:50 PM	03 Mar, 2025 10:37:14 PM	0:02:28		Internal
596115391603			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Mar, 2025 12:30:43 AM	06 Mar, 2025 08:36:50 PM	03 Mar, 2025 10:37:14 PM	0:02:28		Internal
596115391603			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Mar, 2025 12:30:43 AM	06 Mar, 2025 08:36:50 PM	03 Mar, 2025 10:37:14 PM	0:02:28		Internal
596115391603			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Mar, 2025 12:30:43 AM	06 Mar, 2025 08:36:50 PM	03 Mar, 2025 10:37:14 PM	0:02:28		Internal
596115391603			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Mar, 2025 12:30:43 AM	06 Mar, 2025 08:36:50 PM	03 Mar, 2025 10:37:14 PM	0:02:28		Internal
596115391603			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Mar, 2025 12:30:43 AM	06 Mar, 2025 08:36:50 PM	03 Mar, 2025 10:37:14 PM	0:02:28		Internal
596115391603			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Mar, 2025 12:30:43 AM	06 Mar, 2025 08:36:50 PM	03 Mar, 2025 10:37:14 PM	0:02:28		Internal
596115391603			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Mar, 2025 12:30:43 AM	06 Mar, 2025 08:36:50 PM	03 Mar, 2025 10:37:14 PM	0:02:28		Internal
596115391603			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Mar, 2025 12:30:43 AM	06 Mar, 2025 08:36:50 PM	03 Mar, 2025 10:37:14 PM	0:02:28		Internal
596115391603			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Mar, 2025 12:30:43 AM	06 Mar, 2025 08:36:50 PM	03 Mar, 2025 10:37:14 PM	0:02:28		Internal
596115391603			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Mar, 2025 12:30:43 AM	06 Mar, 2025 08:36:50 PM	03 Mar, 2025 10:37:14 PM	0:02:28		Internal
596115391603			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Mar, 2025 12:30:43 AM	06 Mar, 2025 08:36:50 PM	03 Mar, 2025 10:37:14 PM	0:02:28		Internal
596115391603			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Mar, 2025 12:30:43 AM	06 Mar, 2025 08:36:50 PM	03 Mar, 2025 10:37:14 PM	0:02:28		Internal
596115391603			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Mar, 2025 12:30:43 AM	06 Mar, 2025 08:36:50 PM	03 Mar, 2025 10:37:14 PM	0:02:28		Internal
596115391603			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Mar, 2025 12:30:43 AM	06 Mar, 2025 08:36:50 PM	03 Mar, 2025 10:37:14 PM	0:02:28		Internal
596115391603			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Mar, 2025 12:30:43 AM	06 Mar, 2025 08:36:50 PM	03 Mar, 2025 10:37:14 PM	0:02:28		Internal
596115391603			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Mar, 2025 12:30:43 AM	06 Mar, 2025 08:36:50 PM	03 Mar, 2025 10:37:14 PM	0:02:28		Internal
596115391603			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		04 Mar, 2025 12:30:43 AM	06 Mar, 2025 08:36:50 PM	03 Mar, 2025 10:37:14 PM	0:02:28		Internal
596115391603			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Mar, 2025 12:30:43 AM	06 Mar, 2025 08:36:50 PM	03 Mar, 2025 10:37:14 PM	0:02:28		Internal
596115391603			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Mar, 2025 12:30:43 AM	06 Mar, 2025 08:36:50 PM	03 Mar, 2025 10:37:14 PM	0:02:28		Internal
596115391603			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Mar, 2025 12:30:43 AM	06 Mar, 2025 08:36:50 PM	03 Mar, 2025 10:37:14 PM	0:02:28		Internal
596115318910			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Mar, 2025 09:53:22 PM	06 Mar, 2025 10:04:39 PM	03 Mar, 2025 07:28:39 PM	0:05:25		Internal
596115318910			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Mar, 2025 09:53:22 PM	06 Mar, 2025 10:04:39 PM	03 Mar, 2025 07:28:39 PM	0:05:25		Internal
596115318910			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Mar, 2025 09:53:22 PM	06 Mar, 2025 10:04:39 PM	03 Mar, 2025 07:28:39 PM	0:05:25		Internal
596115318910			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Mar, 2025 09:53:22 PM	06 Mar, 2025 10:04:39 PM	03 Mar, 2025 07:28:39 PM	0:05:25		Internal
596115318910			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Mar, 2025 09:53:22 PM	06 Mar, 2025 10:04:39 PM	03 Mar, 2025 07:28:39 PM	0:05:25		Internal
596115318910			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Mar, 2025 09:53:22 PM	06 Mar, 2025 10:04:39 PM	03 Mar, 2025 07:28:39 PM	0:05:25		Internal
596115318910			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Mar, 2025 09:53:22 PM	06 Mar, 2025 10:04:39 PM	03 Mar, 2025 07:28:39 PM	0:05:25		Internal
596115318910			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Mar, 2025 09:53:22 PM	06 Mar, 2025 10:04:39 PM	03 Mar, 2025 07:28:39 PM	0:05:25		Internal
596115318910			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Mar, 2025 09:53:22 PM	06 Mar, 2025 10:04:39 PM	03 Mar, 2025 07:28:39 PM	0:05:25		Internal
596115318910			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Mar, 2025 09:53:22 PM	06 Mar, 2025 10:04:39 PM	03 Mar, 2025 07:28:39 PM	0:05:25		Internal
596115318910			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Mar, 2025 09:53:22 PM	06 Mar, 2025 10:04:39 PM	03 Mar, 2025 07:28:39 PM	0:05:25		Internal
596115318910			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Mar, 2025 09:53:22 PM	06 Mar, 2025 10:04:39 PM	03 Mar, 2025 07:28:39 PM	0:05:25		Internal
596115318910			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Mar, 2025 09:53:22 PM	06 Mar, 2025 10:04:39 PM	03 Mar, 2025 07:28:39 PM	0:05:25		Internal
596115318910			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Mar, 2025 09:53:22 PM	06 Mar, 2025 10:04:39 PM	03 Mar, 2025 07:28:39 PM	0:05:25		Internal
596115318910			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Mar, 2025 09:53:22 PM	06 Mar, 2025 10:04:39 PM	03 Mar, 2025 07:28:39 PM	0:05:25		Internal
596115318910			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Mar, 2025 09:53:22 PM	06 Mar, 2025 10:04:39 PM	03 Mar, 2025 07:28:39 PM	0:05:25		Internal
596115318910			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Mar, 2025 09:53:22 PM	06 Mar, 2025 10:04:39 PM	03 Mar, 2025 07:28:39 PM	0:05:25		Internal
596115318910			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Mar, 2025 09:53:22 PM	06 Mar, 2025 10:04:39 PM	03 Mar, 2025 07:28:39 PM	0:05:25		Internal
596115318910			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Mar, 2025 09:53:22 PM	06 Mar, 2025 10:04:39 PM	03 Mar, 2025 07:28:39 PM	0:05:25		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596115318910	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	[redacted]	06 Mar, 2025 09:53:22 PM	06 Mar, 2025 10:04:39 PM	03 Mar, 2025 07:28:39 PM	0:05:25		Internal
596115318910			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Mar, 2025 09:53:22 PM	06 Mar, 2025 10:04:39 PM	03 Mar, 2025 07:28:39 PM	0:05:25		Internal
596115318910			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Mar, 2025 09:53:22 PM	06 Mar, 2025 10:04:39 PM	03 Mar, 2025 07:28:39 PM	0:05:25		Internal
596115318910			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		06 Mar, 2025 09:53:22 PM	06 Mar, 2025 10:04:39 PM	03 Mar, 2025 07:28:39 PM	0:05:25		Internal
596115318910			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Mar, 2025 09:53:22 PM	06 Mar, 2025 10:04:39 PM	03 Mar, 2025 07:28:39 PM	0:05:25		Internal
596115318910			CTE_Res_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Mar, 2025 09:53:22 PM	06 Mar, 2025 10:04:39 PM	03 Mar, 2025 07:28:39 PM	0:05:25		Internal
596115318910			CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Mar, 2025 09:53:22 PM	06 Mar, 2025 10:04:39 PM	03 Mar, 2025 07:28:39 PM	0:05:25		Internal
596115284871			CTE_Bus_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Mar, 2025 10:08:47 PM	06 Mar, 2025 10:33:42 PM	03 Mar, 2025 05:21:27 PM	0:06:23		Internal
596115284871			CTE_Bus_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Mar, 2025 10:08:47 PM	06 Mar, 2025 10:33:42 PM	03 Mar, 2025 05:21:27 PM	0:06:23		Internal
596115284871			CTE_Bus_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Mar, 2025 10:08:47 PM	06 Mar, 2025 10:33:42 PM	03 Mar, 2025 05:21:27 PM	0:06:23		Internal
596115284871			CTE_Bus_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Mar, 2025 10:08:47 PM	06 Mar, 2025 10:33:42 PM	03 Mar, 2025 05:21:27 PM	0:06:23		Internal
596115284871			CTE_Bus_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Mar, 2025 10:08:47 PM	06 Mar, 2025 10:33:42 PM	03 Mar, 2025 05:21:27 PM	0:06:23		Internal
596115284871			CTE_Bus_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Mar, 2025 10:08:47 PM	06 Mar, 2025 10:33:42 PM	03 Mar, 2025 05:21:27 PM	0:06:23		Internal
596115284871			CTE_Bus_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Mar, 2025 10:08:47 PM	06 Mar, 2025 10:33:42 PM	03 Mar, 2025 05:21:27 PM	0:06:23		Internal
596115284871			CTE_Bus_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Mar, 2025 10:08:47 PM	06 Mar, 2025 10:33:42 PM	03 Mar, 2025 05:21:27 PM	0:06:23		Internal
596115284871			CTE_Bus_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Mar, 2025 10:08:47 PM	06 Mar, 2025 10:33:42 PM	03 Mar, 2025 05:21:27 PM	0:06:23		Internal
596115284871			CTE_Bus_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Mar, 2025 10:08:47 PM	06 Mar, 2025 10:33:42 PM	03 Mar, 2025 05:21:27 PM	0:06:23		Internal
596115284871			CTE_Bus_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Mar, 2025 10:08:47 PM	06 Mar, 2025 10:33:42 PM	03 Mar, 2025 05:21:27 PM	0:06:23		Internal
596115284871			CTE_Bus_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Mar, 2025 10:08:47 PM	06 Mar, 2025 10:33:42 PM	03 Mar, 2025 05:21:27 PM	0:06:23		Internal
596115284871			CTE_Bus_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Mar, 2025 10:08:47 PM	06 Mar, 2025 10:33:42 PM	03 Mar, 2025 05:21:27 PM	0:06:23		Internal
596115284871			CTE_Bus_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Mar, 2025 10:08:47 PM	06 Mar, 2025 10:33:42 PM	03 Mar, 2025 05:21:27 PM	0:06:23		Internal
596115284871			CTE_Bus_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Mar, 2025 10:08:47 PM	06 Mar, 2025 10:33:42 PM	03 Mar, 2025 05:21:27 PM	0:06:23		Internal
596115284871			CTE_Bus_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Mar, 2025 10:08:47 PM	06 Mar, 2025 10:33:42 PM	03 Mar, 2025 05:21:27 PM	0:06:23		Internal
596115284871			CTE_Bus_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Mar, 2025 10:08:47 PM	06 Mar, 2025 10:33:42 PM	03 Mar, 2025 05:21:27 PM	0:06:23		Internal
596115284871			CTE_Bus_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Mar, 2025 10:08:47 PM	06 Mar, 2025 10:33:42 PM	03 Mar, 2025 05:21:27 PM	0:06:23		Internal
596115284871			CTE_Bus_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Mar, 2025 10:08:47 PM	06 Mar, 2025 10:33:42 PM	03 Mar, 2025 05:21:27 PM	0:06:23		Internal
596115284871			CTE_Bus_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Mar, 2025 10:08:47 PM	06 Mar, 2025 10:33:42 PM	03 Mar, 2025 05:21:27 PM	0:06:23		Internal
596115284871			CTE_Bus_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Mar, 2025 10:08:47 PM	06 Mar, 2025 10:33:42 PM	03 Mar, 2025 05:21:27 PM	0:06:23		Internal
596115284871			CTE_Bus_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Mar, 2025 10:08:47 PM	06 Mar, 2025 10:33:42 PM	03 Mar, 2025 05:21:27 PM	0:06:23		Internal
596115284871			CTE_Bus_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		06 Mar, 2025 10:08:47 PM	06 Mar, 2025 10:33:42 PM	03 Mar, 2025 05:21:27 PM	0:06:23		Internal
596115284871			CTE_Bus_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Mar, 2025 10:08:47 PM	06 Mar, 2025 10:33:42 PM	03 Mar, 2025 05:21:27 PM	0:06:23		Internal
596115284871			CTE_Bus_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Mar, 2025 10:08:47 PM	06 Mar, 2025 10:33:42 PM	03 Mar, 2025 05:21:27 PM	0:06:23		Internal
596115284871			CTE_Bus_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Mar, 2025 10:08:47 PM	06 Mar, 2025 10:33:42 PM	03 Mar, 2025 05:21:27 PM	0:06:23		Internal
596115282416			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Mar, 2025 10:41:20 PM	06 Mar, 2025 10:51:16 PM	03 Mar, 2025 06:05:27 PM	0:04:44		Internal
596115282416			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Mar, 2025 10:41:20 PM	06 Mar, 2025 10:51:16 PM	03 Mar, 2025 06:05:27 PM	0:04:44		Internal
596115282416			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Mar, 2025 10:41:20 PM	06 Mar, 2025 10:51:16 PM	03 Mar, 2025 06:05:27 PM	0:04:44		Internal
596115282416			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Mar, 2025 10:41:20 PM	06 Mar, 2025 10:51:16 PM	03 Mar, 2025 06:05:27 PM	0:04:44		Internal
596115282416			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Mar, 2025 10:41:20 PM	06 Mar, 2025 10:51:16 PM	03 Mar, 2025 06:05:27 PM	0:04:44		Internal
596115282416			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Mar, 2025 10:41:20 PM	06 Mar, 2025 10:51:16 PM	03 Mar, 2025 06:05:27 PM	0:04:44		Internal
596115282416			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Mar, 2025 10:41:20 PM	06 Mar, 2025 10:51:16 PM	03 Mar, 2025 06:05:27 PM	0:04:44		Internal
596115282416			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Mar, 2025 10:41:20 PM	06 Mar, 2025 10:51:16 PM	03 Mar, 2025 06:05:27 PM	0:04:44		Internal
596115282416			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Mar, 2025 10:41:20 PM	06 Mar, 2025 10:51:16 PM	03 Mar, 2025 06:05:27 PM	0:04:44		Internal
596115282416			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Mar, 2025 10:41:20 PM	06 Mar, 2025 10:51:16 PM	03 Mar, 2025 06:05:27 PM	0:04:44		Internal
596115282416			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Mar, 2025 10:41:20 PM	06 Mar, 2025 10:51:16 PM	03 Mar, 2025 06:05:27 PM	0:04:44		Internal
596115282416			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Mar, 2025 10:41:20 PM	06 Mar, 2025 10:51:16 PM	03 Mar, 2025 06:05:27 PM	0:04:44		Internal
596115282416			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Mar, 2025 10:41:20 PM	06 Mar, 2025 10:51:16 PM	03 Mar, 2025 06:05:27 PM	0:04:44		Internal
596115282416			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Mar, 2025 10:41:20 PM	06 Mar, 2025 10:51:16 PM	03 Mar, 2025 06:05:27 PM	0:04:44		Internal
596115282416			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Mar, 2025 10:41:20 PM	06 Mar, 2025 10:51:16 PM	03 Mar, 2025 06:05:27 PM	0:04:44		Internal
596115282416			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Mar, 2025 10:41:20 PM	06 Mar, 2025 10:51:16 PM	03 Mar, 2025 06:05:27 PM	0:04:44		Internal
596115282416			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Mar, 2025 10:41:20 PM	06 Mar, 2025 10:51:16 PM	03 Mar, 2025 06:05:27 PM	0:04:44		Internal
596115282416			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Mar, 2025 10:41:20 PM	06 Mar, 2025 10:51:16 PM	03 Mar, 2025 06:05:27 PM	0:04:44		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596115282416	[redacted]	[redacted]	CTE_Bus_Solar	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	06 Mar, 2025 10:41:20 PM	06 Mar, 2025 10:51:16 PM	03 Mar, 2025 06:05:27 PM	0:04:44		Internal
596115282416			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Mar, 2025 10:41:20 PM	06 Mar, 2025 10:51:16 PM	03 Mar, 2025 06:05:27 PM	0:04:44		Internal
596115282416			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Mar, 2025 10:41:20 PM	06 Mar, 2025 10:51:16 PM	03 Mar, 2025 06:05:27 PM	0:04:44		Internal
596115282416			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Mar, 2025 10:41:20 PM	06 Mar, 2025 10:51:16 PM	03 Mar, 2025 06:05:27 PM	0:04:44		Internal
596115282416			CTE_Bus_Solar		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		06 Mar, 2025 10:41:20 PM	06 Mar, 2025 10:51:16 PM	03 Mar, 2025 06:05:27 PM	0:04:44		Internal
596115282416			CTE_Bus_Solar		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Mar, 2025 10:41:20 PM	06 Mar, 2025 10:51:16 PM	03 Mar, 2025 06:05:27 PM	0:04:44		Internal
596115282416			CTE_Bus_Solar		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Mar, 2025 10:41:20 PM	06 Mar, 2025 10:51:16 PM	03 Mar, 2025 06:05:27 PM	0:04:44		Internal
596115282416			CTE_Bus_Solar		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Mar, 2025 10:41:20 PM	06 Mar, 2025 10:51:16 PM	03 Mar, 2025 06:05:27 PM	0:04:44		Internal
596115860776			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Mar, 2025 07:00:24 PM	07 Mar, 2025 02:08:36 PM	06 Mar, 2025 05:27:14 PM	0:02:06		Internal
596115860776			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Mar, 2025 07:00:24 PM	07 Mar, 2025 02:08:36 PM	06 Mar, 2025 05:27:14 PM	0:02:06		Internal
596115860776			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Mar, 2025 07:00:24 PM	07 Mar, 2025 02:08:36 PM	06 Mar, 2025 05:27:14 PM	0:02:06		Internal
596115860776			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Mar, 2025 07:00:24 PM	07 Mar, 2025 02:08:36 PM	06 Mar, 2025 05:27:14 PM	0:02:06		Internal
596115860776			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Mar, 2025 07:00:24 PM	07 Mar, 2025 02:08:36 PM	06 Mar, 2025 05:27:14 PM	0:02:06		Internal
596115860776			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Mar, 2025 07:00:24 PM	07 Mar, 2025 02:08:36 PM	06 Mar, 2025 05:27:14 PM	0:02:06		Internal
596115860776			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Mar, 2025 07:00:24 PM	07 Mar, 2025 02:08:36 PM	06 Mar, 2025 05:27:14 PM	0:02:06		Internal
596115860776			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Mar, 2025 07:00:24 PM	07 Mar, 2025 02:08:36 PM	06 Mar, 2025 05:27:14 PM	0:02:06		Internal
596115860776			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Mar, 2025 07:00:24 PM	07 Mar, 2025 02:08:36 PM	06 Mar, 2025 05:27:14 PM	0:02:06		Internal
596115860776			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Mar, 2025 07:00:24 PM	07 Mar, 2025 02:08:36 PM	06 Mar, 2025 05:27:14 PM	0:02:06		Internal
596115860776			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Mar, 2025 07:00:24 PM	07 Mar, 2025 02:08:36 PM	06 Mar, 2025 05:27:14 PM	0:02:06		Internal
596115860776			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Mar, 2025 07:00:24 PM	07 Mar, 2025 02:08:36 PM	06 Mar, 2025 05:27:14 PM	0:02:06		Internal
596115860776			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Mar, 2025 07:00:24 PM	07 Mar, 2025 02:08:36 PM	06 Mar, 2025 05:27:14 PM	0:02:06		Internal
596115860776			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Mar, 2025 07:00:24 PM	07 Mar, 2025 02:08:36 PM	06 Mar, 2025 05:27:14 PM	0:02:06		Internal
596115860776			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Mar, 2025 07:00:24 PM	07 Mar, 2025 02:08:36 PM	06 Mar, 2025 05:27:14 PM	0:02:06		Internal
596115860776			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Mar, 2025 07:00:24 PM	07 Mar, 2025 02:08:36 PM	06 Mar, 2025 05:27:14 PM	0:02:06		Internal
596115860776			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Mar, 2025 07:00:24 PM	07 Mar, 2025 02:08:36 PM	06 Mar, 2025 05:27:14 PM	0:02:06		Internal
596115860776			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Mar, 2025 07:00:24 PM	07 Mar, 2025 02:08:36 PM	06 Mar, 2025 05:27:14 PM	0:02:06		Internal
596115860776			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Mar, 2025 07:00:24 PM	07 Mar, 2025 02:08:36 PM	06 Mar, 2025 05:27:14 PM	0:02:06		Internal
596115860776			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Mar, 2025 07:00:24 PM	07 Mar, 2025 02:08:36 PM	06 Mar, 2025 05:27:14 PM	0:02:06		Internal
596115860776			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Mar, 2025 07:00:24 PM	07 Mar, 2025 02:08:36 PM	06 Mar, 2025 05:27:14 PM	0:02:06		Internal
596115860776			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Mar, 2025 07:00:24 PM	07 Mar, 2025 02:08:36 PM	06 Mar, 2025 05:27:14 PM	0:02:06		Internal
596115860776			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		06 Mar, 2025 07:00:24 PM	07 Mar, 2025 02:08:36 PM	06 Mar, 2025 05:27:14 PM	0:02:06		Internal
596115860776			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Mar, 2025 07:00:24 PM	07 Mar, 2025 02:08:36 PM	06 Mar, 2025 05:27:14 PM	0:02:06		Internal
596115860776			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Mar, 2025 07:00:24 PM	07 Mar, 2025 02:08:36 PM	06 Mar, 2025 05:27:14 PM	0:02:06		Internal
596115860776			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Mar, 2025 07:00:24 PM	07 Mar, 2025 02:08:36 PM	06 Mar, 2025 05:27:14 PM	0:02:06		Internal
596115769709			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Mar, 2025 02:13:08 PM	07 Mar, 2025 02:16:16 PM	05 Mar, 2025 10:59:49 PM	0:03:55		Internal
596115769709			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Mar, 2025 02:13:08 PM	07 Mar, 2025 02:16:16 PM	05 Mar, 2025 10:59:49 PM	0:03:55		Internal
596115769709			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Mar, 2025 02:13:08 PM	07 Mar, 2025 02:16:16 PM	05 Mar, 2025 10:59:49 PM	0:03:55		Internal
596115769709			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Mar, 2025 02:13:08 PM	07 Mar, 2025 02:16:16 PM	05 Mar, 2025 10:59:49 PM	0:03:55		Internal
596115769709			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Mar, 2025 02:13:08 PM	07 Mar, 2025 02:16:16 PM	05 Mar, 2025 10:59:49 PM	0:03:55		Internal
596115769709			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Mar, 2025 02:13:08 PM	07 Mar, 2025 02:16:16 PM	05 Mar, 2025 10:59:49 PM	0:03:55		Internal
596115769709			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Mar, 2025 02:13:08 PM	07 Mar, 2025 02:16:16 PM	05 Mar, 2025 10:59:49 PM	0:03:55		Internal
596115769709			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Mar, 2025 02:13:08 PM	07 Mar, 2025 02:16:16 PM	05 Mar, 2025 10:59:49 PM	0:03:55		Internal
596115769709			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Mar, 2025 02:13:08 PM	07 Mar, 2025 02:16:16 PM	05 Mar, 2025 10:59:49 PM	0:03:55		Internal
596115769709			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Mar, 2025 02:13:08 PM	07 Mar, 2025 02:16:16 PM	05 Mar, 2025 10:59:49 PM	0:03:55		Internal

Master Contact		Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596115769709		CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Mar, 2025 02:13:08 PM	07 Mar, 2025 02:16:16 PM	05 Mar, 2025 10:59:49 PM	0:03:55		Internal
596115769709		CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Mar, 2025 02:13:08 PM	07 Mar, 2025 02:16:16 PM	05 Mar, 2025 10:59:49 PM	0:03:55		Internal
596115769709		CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Mar, 2025 02:13:08 PM	07 Mar, 2025 02:16:16 PM	05 Mar, 2025 10:59:49 PM	0:03:55		Internal
596115769709		CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Mar, 2025 02:13:08 PM	07 Mar, 2025 02:16:16 PM	05 Mar, 2025 10:59:49 PM	0:03:55		Internal
596115769709		CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Mar, 2025 02:13:08 PM	07 Mar, 2025 02:16:16 PM	05 Mar, 2025 10:59:49 PM	0:03:55		Internal
596115769709		CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Mar, 2025 02:13:08 PM	07 Mar, 2025 02:16:16 PM	05 Mar, 2025 10:59:49 PM	0:03:55		Internal
596115769709		CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Mar, 2025 02:13:08 PM	07 Mar, 2025 02:16:16 PM	05 Mar, 2025 10:59:49 PM	0:03:55		Internal
596115769709		CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Mar, 2025 02:13:08 PM	07 Mar, 2025 02:16:16 PM	05 Mar, 2025 10:59:49 PM	0:03:55		Internal
596115769709		CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Mar, 2025 02:13:08 PM	07 Mar, 2025 02:16:16 PM	05 Mar, 2025 10:59:49 PM	0:03:55		Internal
596115769709		CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Mar, 2025 02:13:08 PM	07 Mar, 2025 02:16:16 PM	05 Mar, 2025 10:59:49 PM	0:03:55		Internal
596115769709		CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Mar, 2025 02:13:08 PM	07 Mar, 2025 02:16:16 PM	05 Mar, 2025 10:59:49 PM	0:03:55		Internal
596115769709		CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Mar, 2025 02:13:08 PM	07 Mar, 2025 02:16:16 PM	05 Mar, 2025 10:59:49 PM	0:03:55		Internal
596115769709		CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		07 Mar, 2025 02:13:08 PM	07 Mar, 2025 02:16:16 PM	05 Mar, 2025 10:59:49 PM	0:03:55		Internal
596115769709		CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Mar, 2025 02:13:08 PM	07 Mar, 2025 02:16:16 PM	05 Mar, 2025 10:59:49 PM	0:03:55		Internal
596115769709		CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Mar, 2025 02:13:08 PM	07 Mar, 2025 02:16:16 PM	05 Mar, 2025 10:59:49 PM	0:03:55		Internal
596115769709		CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Mar, 2025 02:13:08 PM	07 Mar, 2025 02:16:16 PM	05 Mar, 2025 10:59:49 PM	0:03:55		Internal
596115349113		CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Mar, 2025 02:24:37 PM	07 Mar, 2025 02:29:31 PM	03 Mar, 2025 08:47:24 PM	0:03:55		Internal
596115349113		CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Mar, 2025 02:24:37 PM	07 Mar, 2025 02:29:31 PM	03 Mar, 2025 08:47:24 PM	0:03:55		Internal
596115349113		CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Mar, 2025 02:24:37 PM	07 Mar, 2025 02:29:31 PM	03 Mar, 2025 08:47:24 PM	0:03:55		Internal
596115349113		CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Mar, 2025 02:24:37 PM	07 Mar, 2025 02:29:31 PM	03 Mar, 2025 08:47:24 PM	0:03:55		Internal
596115349113		CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Mar, 2025 02:24:37 PM	07 Mar, 2025 02:29:31 PM	03 Mar, 2025 08:47:24 PM	0:03:55		Internal
596115349113		CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Mar, 2025 02:24:37 PM	07 Mar, 2025 02:29:31 PM	03 Mar, 2025 08:47:24 PM	0:03:55		Internal
596115349113		CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Mar, 2025 02:24:37 PM	07 Mar, 2025 02:29:31 PM	03 Mar, 2025 08:47:24 PM	0:03:55		Internal
596115349113		CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Mar, 2025 02:24:37 PM	07 Mar, 2025 02:29:31 PM	03 Mar, 2025 08:47:24 PM	0:03:55		Internal
596115349113		CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Mar, 2025 02:24:37 PM	07 Mar, 2025 02:29:31 PM	03 Mar, 2025 08:47:24 PM	0:03:55		Internal
596115349113		CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Mar, 2025 02:24:37 PM	07 Mar, 2025 02:29:31 PM	03 Mar, 2025 08:47:24 PM	0:03:55		Internal
596115349113		CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Mar, 2025 02:24:37 PM	07 Mar, 2025 02:29:31 PM	03 Mar, 2025 08:47:24 PM	0:03:55		Internal
596115349113		CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Mar, 2025 02:24:37 PM	07 Mar, 2025 02:29:31 PM	03 Mar, 2025 08:47:24 PM	0:03:55		Internal
596115349113		CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Mar, 2025 02:24:37 PM	07 Mar, 2025 02:29:31 PM	03 Mar, 2025 08:47:24 PM	0:03:55		Internal
596115349113		CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Mar, 2025 02:24:37 PM	07 Mar, 2025 02:29:31 PM	03 Mar, 2025 08:47:24 PM	0:03:55		Internal
596115349113		CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Mar, 2025 02:24:37 PM	07 Mar, 2025 02:29:31 PM	03 Mar, 2025 08:47:24 PM	0:03:55		Internal
596115349113		CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Mar, 2025 02:24:37 PM	07 Mar, 2025 02:29:31 PM	03 Mar, 2025 08:47:24 PM	0:03:55		Internal
596115349113		CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Mar, 2025 02:24:37 PM	07 Mar, 2025 02:29:31 PM	03 Mar, 2025 08:47:24 PM	0:03:55		Internal
596115349113		CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Mar, 2025 02:24:37 PM	07 Mar, 2025 02:29:31 PM	03 Mar, 2025 08:47:24 PM	0:03:55		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596115349113	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	07 Mar, 2025 02:24:37 PM	07 Mar, 2025 02:29:31 PM	03 Mar, 2025 08:47:24 PM	0:03:55		Internal
596115349113			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Mar, 2025 02:24:37 PM	07 Mar, 2025 02:29:31 PM	03 Mar, 2025 08:47:24 PM	0:03:55		Internal
596115349113			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Mar, 2025 02:24:37 PM	07 Mar, 2025 02:29:31 PM	03 Mar, 2025 08:47:24 PM	0:03:55		Internal
596115349113			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Mar, 2025 02:24:37 PM	07 Mar, 2025 02:29:31 PM	03 Mar, 2025 08:47:24 PM	0:03:55		Internal
596115349113			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		07 Mar, 2025 02:24:37 PM	07 Mar, 2025 02:29:31 PM	03 Mar, 2025 08:47:24 PM	0:03:55		Internal
596115349113			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Mar, 2025 02:24:37 PM	07 Mar, 2025 02:29:31 PM	03 Mar, 2025 08:47:24 PM	0:03:55		Internal
596115349113			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Mar, 2025 02:24:37 PM	07 Mar, 2025 02:29:31 PM	03 Mar, 2025 08:47:24 PM	0:03:55		Internal
596115349113			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Mar, 2025 02:24:37 PM	07 Mar, 2025 02:29:31 PM	03 Mar, 2025 08:47:24 PM	0:03:55		Internal
596115855226			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Mar, 2025 02:55:28 PM	07 Mar, 2025 03:13:24 PM	06 Mar, 2025 04:53:32 PM	0:02:54		Internal
596115855226			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Mar, 2025 02:55:28 PM	07 Mar, 2025 03:13:24 PM	06 Mar, 2025 04:53:32 PM	0:02:54		Internal
596115855226			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Mar, 2025 02:55:28 PM	07 Mar, 2025 03:13:24 PM	06 Mar, 2025 04:53:32 PM	0:02:54		Internal
596115855226			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Mar, 2025 02:55:28 PM	07 Mar, 2025 03:13:24 PM	06 Mar, 2025 04:53:32 PM	0:02:54		Internal
596115855226			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Mar, 2025 02:55:28 PM	07 Mar, 2025 03:13:24 PM	06 Mar, 2025 04:53:32 PM	0:02:54		Internal
596115855226			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Mar, 2025 02:55:28 PM	07 Mar, 2025 03:13:24 PM	06 Mar, 2025 04:53:32 PM	0:02:54		Internal
596115855226			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Mar, 2025 02:55:28 PM	07 Mar, 2025 03:13:24 PM	06 Mar, 2025 04:53:32 PM	0:02:54		Internal
596115855226			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Mar, 2025 02:55:28 PM	07 Mar, 2025 03:13:24 PM	06 Mar, 2025 04:53:32 PM	0:02:54		Internal
596115855226			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Mar, 2025 02:55:28 PM	07 Mar, 2025 03:13:24 PM	06 Mar, 2025 04:53:32 PM	0:02:54		Internal
596115855226			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Mar, 2025 02:55:28 PM	07 Mar, 2025 03:13:24 PM	06 Mar, 2025 04:53:32 PM	0:02:54		Internal
596115855226			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Mar, 2025 02:55:28 PM	07 Mar, 2025 03:13:24 PM	06 Mar, 2025 04:53:32 PM	0:02:54		Internal
596115855226			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Mar, 2025 02:55:28 PM	07 Mar, 2025 03:13:24 PM	06 Mar, 2025 04:53:32 PM	0:02:54		Internal
596115855226			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Mar, 2025 02:55:28 PM	07 Mar, 2025 03:13:24 PM	06 Mar, 2025 04:53:32 PM	0:02:54		Internal
596115855226			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Mar, 2025 02:55:28 PM	07 Mar, 2025 03:13:24 PM	06 Mar, 2025 04:53:32 PM	0:02:54		Internal
596115855226			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Mar, 2025 02:55:28 PM	07 Mar, 2025 03:13:24 PM	06 Mar, 2025 04:53:32 PM	0:02:54		Internal
596115855226			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Mar, 2025 02:55:28 PM	07 Mar, 2025 03:13:24 PM	06 Mar, 2025 04:53:32 PM	0:02:54		Internal
596115855226			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Mar, 2025 02:55:28 PM	07 Mar, 2025 03:13:24 PM	06 Mar, 2025 04:53:32 PM	0:02:54		Internal
596115855226			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Mar, 2025 02:55:28 PM	07 Mar, 2025 03:13:24 PM	06 Mar, 2025 04:53:32 PM	0:02:54		Internal
596115855226			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Mar, 2025 02:55:28 PM	07 Mar, 2025 03:13:24 PM	06 Mar, 2025 04:53:32 PM	0:02:54		Internal
596115855226			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Mar, 2025 02:55:28 PM	07 Mar, 2025 03:13:24 PM	06 Mar, 2025 04:53:32 PM	0:02:54		Internal
596115855226			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Mar, 2025 02:55:28 PM	07 Mar, 2025 03:13:24 PM	06 Mar, 2025 04:53:32 PM	0:02:54		Internal
596115855226			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Mar, 2025 02:55:28 PM	07 Mar, 2025 03:13:24 PM	06 Mar, 2025 04:53:32 PM	0:02:54		Internal
596115855226			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		07 Mar, 2025 02:55:28 PM	07 Mar, 2025 03:13:24 PM	06 Mar, 2025 04:53:32 PM	0:02:54		Internal
596115855226			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Mar, 2025 02:55:28 PM	07 Mar, 2025 03:13:24 PM	06 Mar, 2025 04:53:32 PM	0:02:54		Internal
596115855226			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Mar, 2025 02:55:28 PM	07 Mar, 2025 03:13:24 PM	06 Mar, 2025 04:53:32 PM	0:02:54		Internal
596115855226			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Mar, 2025 02:55:28 PM	07 Mar, 2025 03:13:24 PM	06 Mar, 2025 04:53:32 PM	0:02:54		Internal
596115630289			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Mar, 2025 03:14:19 PM	07 Mar, 2025 03:17:57 PM	05 Mar, 2025 02:31:46 PM	0:02:43		Internal
596115630289			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Mar, 2025 03:14:19 PM	07 Mar, 2025 03:17:57 PM	05 Mar, 2025 02:31:46 PM	0:02:43		Internal
596115630289			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Mar, 2025 03:14:19 PM	07 Mar, 2025 03:17:57 PM	05 Mar, 2025 02:31:46 PM	0:02:43		Internal
596115630289			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Mar, 2025 03:14:19 PM	07 Mar, 2025 03:17:57 PM	05 Mar, 2025 02:31:46 PM	0:02:43		Internal
596115630289			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Mar, 2025 03:14:19 PM	07 Mar, 2025 03:17:57 PM	05 Mar, 2025 02:31:46 PM	0:02:43		Internal
596115630289			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Mar, 2025 03:14:19 PM	07 Mar, 2025 03:17:57 PM	05 Mar, 2025 02:31:46 PM	0:02:43		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596115630289	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	07 Mar, 2025 03:14:19 PM	07 Mar, 2025 03:17:57 PM	05 Mar, 2025 02:31:46 PM	0:02:43		Internal
596115630289			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Mar, 2025 03:14:19 PM	07 Mar, 2025 03:17:57 PM	05 Mar, 2025 02:31:46 PM	0:02:43		Internal
596115630289			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Mar, 2025 03:14:19 PM	07 Mar, 2025 03:17:57 PM	05 Mar, 2025 02:31:46 PM	0:02:43		Internal
596115630289			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Mar, 2025 03:14:19 PM	07 Mar, 2025 03:17:57 PM	05 Mar, 2025 02:31:46 PM	0:02:43		Internal
596115630289			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Mar, 2025 03:14:19 PM	07 Mar, 2025 03:17:57 PM	05 Mar, 2025 02:31:46 PM	0:02:43		Internal
596115630289			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Mar, 2025 03:14:19 PM	07 Mar, 2025 03:17:57 PM	05 Mar, 2025 02:31:46 PM	0:02:43		Internal
596115630289			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Mar, 2025 03:14:19 PM	07 Mar, 2025 03:17:57 PM	05 Mar, 2025 02:31:46 PM	0:02:43		Internal
596115630289			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Mar, 2025 03:14:19 PM	07 Mar, 2025 03:17:57 PM	05 Mar, 2025 02:31:46 PM	0:02:43		Internal
596115630289			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Mar, 2025 03:14:19 PM	07 Mar, 2025 03:17:57 PM	05 Mar, 2025 02:31:46 PM	0:02:43		Internal
596115630289			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Mar, 2025 03:14:19 PM	07 Mar, 2025 03:17:57 PM	05 Mar, 2025 02:31:46 PM	0:02:43		Internal
596115630289			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Mar, 2025 03:14:19 PM	07 Mar, 2025 03:17:57 PM	05 Mar, 2025 02:31:46 PM	0:02:43		Internal
596115630289			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Mar, 2025 03:14:19 PM	07 Mar, 2025 03:17:57 PM	05 Mar, 2025 02:31:46 PM	0:02:43		Internal
596115630289			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Mar, 2025 03:14:19 PM	07 Mar, 2025 03:17:57 PM	05 Mar, 2025 02:31:46 PM	0:02:43		Internal
596115630289			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Mar, 2025 03:14:19 PM	07 Mar, 2025 03:17:57 PM	05 Mar, 2025 02:31:46 PM	0:02:43		Internal
596115630289			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Mar, 2025 03:14:19 PM	07 Mar, 2025 03:17:57 PM	05 Mar, 2025 02:31:46 PM	0:02:43		Internal
596115630289			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Mar, 2025 03:14:19 PM	07 Mar, 2025 03:17:57 PM	05 Mar, 2025 02:31:46 PM	0:02:43		Internal
596115630289			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		07 Mar, 2025 03:14:19 PM	07 Mar, 2025 03:17:57 PM	05 Mar, 2025 02:31:46 PM	0:02:43		Internal
596115630289			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Mar, 2025 03:14:19 PM	07 Mar, 2025 03:17:57 PM	05 Mar, 2025 02:31:46 PM	0:02:43		Internal
596115630289			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Mar, 2025 03:14:19 PM	07 Mar, 2025 03:17:57 PM	05 Mar, 2025 02:31:46 PM	0:02:43		Internal
596115630289			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Mar, 2025 03:14:19 PM	07 Mar, 2025 03:17:57 PM	05 Mar, 2025 02:31:46 PM	0:02:43		Internal
596115998281			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Mar, 2025 03:23:32 PM	07 Mar, 2025 03:38:10 PM	07 Mar, 2025 02:40:20 PM	0:03:07		Internal
596115998281			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Mar, 2025 03:23:32 PM	07 Mar, 2025 03:38:10 PM	07 Mar, 2025 02:40:20 PM	0:03:07		Internal
596115998281			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Mar, 2025 03:23:32 PM	07 Mar, 2025 03:38:10 PM	07 Mar, 2025 02:40:20 PM	0:03:07		Internal
596115998281			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Mar, 2025 03:23:32 PM	07 Mar, 2025 03:38:10 PM	07 Mar, 2025 02:40:20 PM	0:03:07		Internal
596115998281			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Mar, 2025 03:23:32 PM	07 Mar, 2025 03:38:10 PM	07 Mar, 2025 02:40:20 PM	0:03:07		Internal
596115998281			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Mar, 2025 03:23:32 PM	07 Mar, 2025 03:38:10 PM	07 Mar, 2025 02:40:20 PM	0:03:07		Internal
596115998281			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Mar, 2025 03:23:32 PM	07 Mar, 2025 03:38:10 PM	07 Mar, 2025 02:40:20 PM	0:03:07		Internal
596115998281			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Mar, 2025 03:23:32 PM	07 Mar, 2025 03:38:10 PM	07 Mar, 2025 02:40:20 PM	0:03:07		Internal
596115998281			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Mar, 2025 03:23:32 PM	07 Mar, 2025 03:38:10 PM	07 Mar, 2025 02:40:20 PM	0:03:07		Internal
596115998281			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Mar, 2025 03:23:32 PM	07 Mar, 2025 03:38:10 PM	07 Mar, 2025 02:40:20 PM	0:03:07		Internal
596115998281			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Mar, 2025 03:23:32 PM	07 Mar, 2025 03:38:10 PM	07 Mar, 2025 02:40:20 PM	0:03:07		Internal
596115998281			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Mar, 2025 03:23:32 PM	07 Mar, 2025 03:38:10 PM	07 Mar, 2025 02:40:20 PM	0:03:07		Internal
596115998281			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Mar, 2025 03:23:32 PM	07 Mar, 2025 03:38:10 PM	07 Mar, 2025 02:40:20 PM	0:03:07		Internal
596115998281			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Mar, 2025 03:23:32 PM	07 Mar, 2025 03:38:10 PM	07 Mar, 2025 02:40:20 PM	0:03:07		Internal
596115998281			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Mar, 2025 03:23:32 PM	07 Mar, 2025 03:38:10 PM	07 Mar, 2025 02:40:20 PM	0:03:07		Internal
596115998281			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Mar, 2025 03:23:32 PM	07 Mar, 2025 03:38:10 PM	07 Mar, 2025 02:40:20 PM	0:03:07		Internal

Master Contact		Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596115998281		CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Mar, 2025 03:23:32 PM	07 Mar, 2025 03:38:10 PM	07 Mar, 2025 02:40:20 PM	0:03:07		Internal
596115998281		CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Mar, 2025 03:23:32 PM	07 Mar, 2025 03:38:10 PM	07 Mar, 2025 02:40:20 PM	0:03:07		Internal
596115998281		CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Mar, 2025 03:23:32 PM	07 Mar, 2025 03:38:10 PM	07 Mar, 2025 02:40:20 PM	0:03:07		Internal
596115998281		CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Mar, 2025 03:23:32 PM	07 Mar, 2025 03:38:10 PM	07 Mar, 2025 02:40:20 PM	0:03:07		Internal
596115998281		CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Mar, 2025 03:23:32 PM	07 Mar, 2025 03:38:10 PM	07 Mar, 2025 02:40:20 PM	0:03:07		Internal
596115998281		CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Mar, 2025 03:23:32 PM	07 Mar, 2025 03:38:10 PM	07 Mar, 2025 02:40:20 PM	0:03:07		Internal
596115998281		CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		07 Mar, 2025 03:23:32 PM	07 Mar, 2025 03:38:10 PM	07 Mar, 2025 02:40:20 PM	0:03:07		Internal
596115998281		CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Mar, 2025 03:23:32 PM	07 Mar, 2025 03:38:10 PM	07 Mar, 2025 02:40:20 PM	0:03:07		Internal
596115998281		CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Mar, 2025 03:23:32 PM	07 Mar, 2025 03:38:10 PM	07 Mar, 2025 02:40:20 PM	0:03:07		Internal
596115998281		CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Mar, 2025 03:23:32 PM	07 Mar, 2025 03:38:10 PM	07 Mar, 2025 02:40:20 PM	0:03:07		Internal
596115573500		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Mar, 2025 03:38:01 PM	07 Mar, 2025 03:43:01 PM	04 Mar, 2025 09:30:10 PM	0:02:42		Internal
596115573500		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Mar, 2025 03:38:01 PM	07 Mar, 2025 03:43:01 PM	04 Mar, 2025 09:30:10 PM	0:02:42		Internal
596115573500		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Mar, 2025 03:38:01 PM	07 Mar, 2025 03:43:01 PM	04 Mar, 2025 09:30:10 PM	0:02:42		Internal
596115573500		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Mar, 2025 03:38:01 PM	07 Mar, 2025 03:43:01 PM	04 Mar, 2025 09:30:10 PM	0:02:42		Internal
596115573500		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Mar, 2025 03:38:01 PM	07 Mar, 2025 03:43:01 PM	04 Mar, 2025 09:30:10 PM	0:02:42		Internal
596115573500		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Mar, 2025 03:38:01 PM	07 Mar, 2025 03:43:01 PM	04 Mar, 2025 09:30:10 PM	0:02:42		Internal
596115573500		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Mar, 2025 03:38:01 PM	07 Mar, 2025 03:43:01 PM	04 Mar, 2025 09:30:10 PM	0:02:42		Internal
596115573500		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Mar, 2025 03:38:01 PM	07 Mar, 2025 03:43:01 PM	04 Mar, 2025 09:30:10 PM	0:02:42		Internal
596115573500		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Mar, 2025 03:38:01 PM	07 Mar, 2025 03:43:01 PM	04 Mar, 2025 09:30:10 PM	0:02:42		Internal
596115573500		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Mar, 2025 03:38:01 PM	07 Mar, 2025 03:43:01 PM	04 Mar, 2025 09:30:10 PM	0:02:42		Internal
596115573500		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Mar, 2025 03:38:01 PM	07 Mar, 2025 03:43:01 PM	04 Mar, 2025 09:30:10 PM	0:02:42		Internal
596115573500		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Mar, 2025 03:38:01 PM	07 Mar, 2025 03:43:01 PM	04 Mar, 2025 09:30:10 PM	0:02:42		Internal
596115573500		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Mar, 2025 03:38:01 PM	07 Mar, 2025 03:43:01 PM	04 Mar, 2025 09:30:10 PM	0:02:42		Internal
596115573500		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Mar, 2025 03:38:01 PM	07 Mar, 2025 03:43:01 PM	04 Mar, 2025 09:30:10 PM	0:02:42		Internal
596115573500		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Mar, 2025 03:38:01 PM	07 Mar, 2025 03:43:01 PM	04 Mar, 2025 09:30:10 PM	0:02:42		Internal
596115573500		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Mar, 2025 03:38:01 PM	07 Mar, 2025 03:43:01 PM	04 Mar, 2025 09:30:10 PM	0:02:42		Internal
596115573500		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Mar, 2025 03:38:01 PM	07 Mar, 2025 03:43:01 PM	04 Mar, 2025 09:30:10 PM	0:02:42		Internal
596115573500		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Mar, 2025 03:38:01 PM	07 Mar, 2025 03:43:01 PM	04 Mar, 2025 09:30:10 PM	0:02:42		Internal
596115573500		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Mar, 2025 03:38:01 PM	07 Mar, 2025 03:43:01 PM	04 Mar, 2025 09:30:10 PM	0:02:42		Internal
596115573500		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Mar, 2025 03:38:01 PM	07 Mar, 2025 03:43:01 PM	04 Mar, 2025 09:30:10 PM	0:02:42		Internal
596115573500		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Mar, 2025 03:38:01 PM	07 Mar, 2025 03:43:01 PM	04 Mar, 2025 09:30:10 PM	0:02:42		Internal
596115573500		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Mar, 2025 03:38:01 PM	07 Mar, 2025 03:43:01 PM	04 Mar, 2025 09:30:10 PM	0:02:42		Internal
596115573500		CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		07 Mar, 2025 03:38:01 PM	07 Mar, 2025 03:43:01 PM	04 Mar, 2025 09:30:10 PM	0:02:42		Internal
596115573500		CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Mar, 2025 03:38:01 PM	07 Mar, 2025 03:43:01 PM	04 Mar, 2025 09:30:10 PM	0:02:42		Internal
596115573500		CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Mar, 2025 03:38:01 PM	07 Mar, 2025 03:43:01 PM	04 Mar, 2025 09:30:10 PM	0:02:42		Internal
596115573500		CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Mar, 2025 03:38:01 PM	07 Mar, 2025 03:43:01 PM	04 Mar, 2025 09:30:10 PM	0:02:42		Internal
596115924633		CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Mar, 2025 03:46:42 PM	07 Mar, 2025 03:54:42 PM	06 Mar, 2025 09:26:58 PM	0:03:07		Internal
596115924633		CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Mar, 2025 03:46:42 PM	07 Mar, 2025 03:54:42 PM	06 Mar, 2025 09:26:58 PM	0:03:07		Internal

Master Contact	[redacted]	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Ty	[redacted]	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596115924633		CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Mar, 2025 03:46:42 PM	07 Mar, 2025 03:54:42 PM	06 Mar, 2025 09:26:58 PM	0:03:07		Internal
596115924633		CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Mar, 2025 03:46:42 PM	07 Mar, 2025 03:54:42 PM	06 Mar, 2025 09:26:58 PM	0:03:07		Internal
596115924633		CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Mar, 2025 03:46:42 PM	07 Mar, 2025 03:54:42 PM	06 Mar, 2025 09:26:58 PM	0:03:07		Internal
596115924633		CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Mar, 2025 03:46:42 PM	07 Mar, 2025 03:54:42 PM	06 Mar, 2025 09:26:58 PM	0:03:07		Internal
596115924633		CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Mar, 2025 03:46:42 PM	07 Mar, 2025 03:54:42 PM	06 Mar, 2025 09:26:58 PM	0:03:07		Internal
596115924633		CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Mar, 2025 03:46:42 PM	07 Mar, 2025 03:54:42 PM	06 Mar, 2025 09:26:58 PM	0:03:07		Internal
596115924633		CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Mar, 2025 03:46:42 PM	07 Mar, 2025 03:54:42 PM	06 Mar, 2025 09:26:58 PM	0:03:07		Internal
596115924633		CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Mar, 2025 03:46:42 PM	07 Mar, 2025 03:54:42 PM	06 Mar, 2025 09:26:58 PM	0:03:07		Internal
596115924633		CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Mar, 2025 03:46:42 PM	07 Mar, 2025 03:54:42 PM	06 Mar, 2025 09:26:58 PM	0:03:07		Internal
596115924633		CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Mar, 2025 03:46:42 PM	07 Mar, 2025 03:54:42 PM	06 Mar, 2025 09:26:58 PM	0:03:07		Internal
596115924633		CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Mar, 2025 03:46:42 PM	07 Mar, 2025 03:54:42 PM	06 Mar, 2025 09:26:58 PM	0:03:07		Internal
596115924633		CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Mar, 2025 03:46:42 PM	07 Mar, 2025 03:54:42 PM	06 Mar, 2025 09:26:58 PM	0:03:07		Internal
596115924633		CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Mar, 2025 03:46:42 PM	07 Mar, 2025 03:54:42 PM	06 Mar, 2025 09:26:58 PM	0:03:07		Internal
596115924633		CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Mar, 2025 03:46:42 PM	07 Mar, 2025 03:54:42 PM	06 Mar, 2025 09:26:58 PM	0:03:07		Internal
596115924633		CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Mar, 2025 03:46:42 PM	07 Mar, 2025 03:54:42 PM	06 Mar, 2025 09:26:58 PM	0:03:07		Internal
596115924633		CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Mar, 2025 03:46:42 PM	07 Mar, 2025 03:54:42 PM	06 Mar, 2025 09:26:58 PM	0:03:07		Internal
596115924633		CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Mar, 2025 03:46:42 PM	07 Mar, 2025 03:54:42 PM	06 Mar, 2025 09:26:58 PM	0:03:07		Internal
596115924633		CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Mar, 2025 03:46:42 PM	07 Mar, 2025 03:54:42 PM	06 Mar, 2025 09:26:58 PM	0:03:07		Internal
596115924633		CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Mar, 2025 03:46:42 PM	07 Mar, 2025 03:54:42 PM	06 Mar, 2025 09:26:58 PM	0:03:07		Internal
596115924633		CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Mar, 2025 03:46:42 PM	07 Mar, 2025 03:54:42 PM	06 Mar, 2025 09:26:58 PM	0:03:07		Internal
596115924633		CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		07 Mar, 2025 03:46:42 PM	07 Mar, 2025 03:54:42 PM	06 Mar, 2025 09:26:58 PM	0:03:07		Internal
596115924633		CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Mar, 2025 03:46:42 PM	07 Mar, 2025 03:54:42 PM	06 Mar, 2025 09:26:58 PM	0:03:07		Internal
596115924633		CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Mar, 2025 03:46:42 PM	07 Mar, 2025 03:54:42 PM	06 Mar, 2025 09:26:58 PM	0:03:07		Internal
596115924633		CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Mar, 2025 03:46:42 PM	07 Mar, 2025 03:54:42 PM	06 Mar, 2025 09:26:58 PM	0:03:07		Internal
596115182231		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Mar, 2025 03:53:22 PM	07 Mar, 2025 04:08:05 PM	03 Mar, 2025 12:45:32 PM	0:03:22		Internal
596115182231		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Mar, 2025 03:53:22 PM	07 Mar, 2025 04:08:05 PM	03 Mar, 2025 12:45:32 PM	0:03:22		Internal
596115182231		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Mar, 2025 03:53:22 PM	07 Mar, 2025 04:08:05 PM	03 Mar, 2025 12:45:32 PM	0:03:22		Internal
596115182231		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Mar, 2025 03:53:22 PM	07 Mar, 2025 04:08:05 PM	03 Mar, 2025 12:45:32 PM	0:03:22		Internal
596115182231		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Mar, 2025 03:53:22 PM	07 Mar, 2025 04:08:05 PM	03 Mar, 2025 12:45:32 PM	0:03:22		Internal
596115182231		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Mar, 2025 03:53:22 PM	07 Mar, 2025 04:08:05 PM	03 Mar, 2025 12:45:32 PM	0:03:22		Internal
596115182231		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Mar, 2025 03:53:22 PM	07 Mar, 2025 04:08:05 PM	03 Mar, 2025 12:45:32 PM	0:03:22		Internal
596115182231		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Mar, 2025 03:53:22 PM	07 Mar, 2025 04:08:05 PM	03 Mar, 2025 12:45:32 PM	0:03:22		Internal
596115182231		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Mar, 2025 03:53:22 PM	07 Mar, 2025 04:08:05 PM	03 Mar, 2025 12:45:32 PM	0:03:22		Internal
596115182231		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Mar, 2025 03:53:22 PM	07 Mar, 2025 04:08:05 PM	03 Mar, 2025 12:45:32 PM	0:03:22		Internal
596115182231		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Mar, 2025 03:53:22 PM	07 Mar, 2025 04:08:05 PM	03 Mar, 2025 12:45:32 PM	0:03:22		Internal
596115182231		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Mar, 2025 03:53:22 PM	07 Mar, 2025 04:08:05 PM	03 Mar, 2025 12:45:32 PM	0:03:22		Internal
596115182231		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Mar, 2025 03:53:22 PM	07 Mar, 2025 04:08:05 PM	03 Mar, 2025 12:45:32 PM	0:03:22		Internal
596115182231		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Mar, 2025 03:53:22 PM	07 Mar, 2025 04:08:05 PM	03 Mar, 2025 12:45:32 PM	0:03:22		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596115182231	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	07 Mar, 2025 03:53:22 PM	07 Mar, 2025 04:08:05 PM	03 Mar, 2025 12:45:32 PM	0:03:22		Internal
596115182231			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Mar, 2025 03:53:22 PM	07 Mar, 2025 04:08:05 PM	03 Mar, 2025 12:45:32 PM	0:03:22		Internal
596115182231			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Mar, 2025 03:53:22 PM	07 Mar, 2025 04:08:05 PM	03 Mar, 2025 12:45:32 PM	0:03:22		Internal
596115182231			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Mar, 2025 03:53:22 PM	07 Mar, 2025 04:08:05 PM	03 Mar, 2025 12:45:32 PM	0:03:22		Internal
596115182231			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Mar, 2025 03:53:22 PM	07 Mar, 2025 04:08:05 PM	03 Mar, 2025 12:45:32 PM	0:03:22		Internal
596115182231			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Mar, 2025 03:53:22 PM	07 Mar, 2025 04:08:05 PM	03 Mar, 2025 12:45:32 PM	0:03:22		Internal
596115182231			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Mar, 2025 03:53:22 PM	07 Mar, 2025 04:08:05 PM	03 Mar, 2025 12:45:32 PM	0:03:22		Internal
596115182231			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Mar, 2025 03:53:22 PM	07 Mar, 2025 04:08:05 PM	03 Mar, 2025 12:45:32 PM	0:03:22		Internal
596115182231			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		07 Mar, 2025 03:53:22 PM	07 Mar, 2025 04:08:05 PM	03 Mar, 2025 12:45:32 PM	0:03:22		Internal
596115182231			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Mar, 2025 03:53:22 PM	07 Mar, 2025 04:08:05 PM	03 Mar, 2025 12:45:32 PM	0:03:22		Internal
596115182231			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Mar, 2025 03:53:22 PM	07 Mar, 2025 04:08:05 PM	03 Mar, 2025 12:45:32 PM	0:03:22		Internal
596115182231			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Mar, 2025 03:53:22 PM	07 Mar, 2025 04:08:05 PM	03 Mar, 2025 12:45:32 PM	0:03:22		Internal
596115727360			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Mar, 2025 04:49:04 PM	07 Mar, 2025 04:54:16 PM	05 Mar, 2025 08:19:13 PM	0:02:25		Internal
596115727360			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Mar, 2025 04:49:04 PM	07 Mar, 2025 04:54:16 PM	05 Mar, 2025 08:19:13 PM	0:02:25		Internal
596115727360			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Mar, 2025 04:49:04 PM	07 Mar, 2025 04:54:16 PM	05 Mar, 2025 08:19:13 PM	0:02:25		Internal
596115727360			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Mar, 2025 04:49:04 PM	07 Mar, 2025 04:54:16 PM	05 Mar, 2025 08:19:13 PM	0:02:25		Internal
596115727360			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Mar, 2025 04:49:04 PM	07 Mar, 2025 04:54:16 PM	05 Mar, 2025 08:19:13 PM	0:02:25		Internal
596115727360			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Mar, 2025 04:49:04 PM	07 Mar, 2025 04:54:16 PM	05 Mar, 2025 08:19:13 PM	0:02:25		Internal
596115727360			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Mar, 2025 04:49:04 PM	07 Mar, 2025 04:54:16 PM	05 Mar, 2025 08:19:13 PM	0:02:25		Internal
596115727360			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Mar, 2025 04:49:04 PM	07 Mar, 2025 04:54:16 PM	05 Mar, 2025 08:19:13 PM	0:02:25		Internal
596115727360			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Mar, 2025 04:49:04 PM	07 Mar, 2025 04:54:16 PM	05 Mar, 2025 08:19:13 PM	0:02:25		Internal
596115727360			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Mar, 2025 04:49:04 PM	07 Mar, 2025 04:54:16 PM	05 Mar, 2025 08:19:13 PM	0:02:25		Internal
596115727360			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Mar, 2025 04:49:04 PM	07 Mar, 2025 04:54:16 PM	05 Mar, 2025 08:19:13 PM	0:02:25		Internal
596115727360			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Mar, 2025 04:49:04 PM	07 Mar, 2025 04:54:16 PM	05 Mar, 2025 08:19:13 PM	0:02:25		Internal
596115727360			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Mar, 2025 04:49:04 PM	07 Mar, 2025 04:54:16 PM	05 Mar, 2025 08:19:13 PM	0:02:25		Internal
596115727360			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Mar, 2025 04:49:04 PM	07 Mar, 2025 04:54:16 PM	05 Mar, 2025 08:19:13 PM	0:02:25		Internal
596115727360			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Mar, 2025 04:49:04 PM	07 Mar, 2025 04:54:16 PM	05 Mar, 2025 08:19:13 PM	0:02:25		Internal
596115727360			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Mar, 2025 04:49:04 PM	07 Mar, 2025 04:54:16 PM	05 Mar, 2025 08:19:13 PM	0:02:25		Internal
596115727360			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Mar, 2025 04:49:04 PM	07 Mar, 2025 04:54:16 PM	05 Mar, 2025 08:19:13 PM	0:02:25		Internal
596115727360			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Mar, 2025 04:49:04 PM	07 Mar, 2025 04:54:16 PM	05 Mar, 2025 08:19:13 PM	0:02:25		Internal
596115727360			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Mar, 2025 04:49:04 PM	07 Mar, 2025 04:54:16 PM	05 Mar, 2025 08:19:13 PM	0:02:25		Internal

Master Contact	[redacted]	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596115727360		CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Mar, 2025 04:49:04 PM	07 Mar, 2025 04:54:16 PM	05 Mar, 2025 08:19:13 PM	0:02:25		Internal
596115727360		CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Mar, 2025 04:49:04 PM	07 Mar, 2025 04:54:16 PM	05 Mar, 2025 08:19:13 PM	0:02:25		Internal
596115727360		CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Mar, 2025 04:49:04 PM	07 Mar, 2025 04:54:16 PM	05 Mar, 2025 08:19:13 PM	0:02:25		Internal
596115727360		CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		07 Mar, 2025 04:49:04 PM	07 Mar, 2025 04:54:16 PM	05 Mar, 2025 08:19:13 PM	0:02:25		Internal
596115727360		CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Mar, 2025 04:49:04 PM	07 Mar, 2025 04:54:16 PM	05 Mar, 2025 08:19:13 PM	0:02:25		Internal
596115727360		CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Mar, 2025 04:49:04 PM	07 Mar, 2025 04:54:16 PM	05 Mar, 2025 08:19:13 PM	0:02:25		Internal
596115727360		CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Mar, 2025 04:49:04 PM	07 Mar, 2025 04:54:16 PM	05 Mar, 2025 08:19:13 PM	0:02:25		Internal
596115620539		CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Mar, 2025 05:15:09 PM	07 Mar, 2025 06:08:05 PM	05 Mar, 2025 01:54:55 PM	0:03:07		Internal
596115620539		CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Mar, 2025 05:15:09 PM	07 Mar, 2025 06:08:05 PM	05 Mar, 2025 01:54:55 PM	0:03:07		Internal
596115620539		CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Mar, 2025 05:15:09 PM	07 Mar, 2025 06:08:05 PM	05 Mar, 2025 01:54:55 PM	0:03:07		Internal
596115620539		CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Mar, 2025 05:15:09 PM	07 Mar, 2025 06:08:05 PM	05 Mar, 2025 01:54:55 PM	0:03:07		Internal
596115620539		CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Mar, 2025 05:15:09 PM	07 Mar, 2025 06:08:05 PM	05 Mar, 2025 01:54:55 PM	0:03:07		Internal
596115620539		CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Mar, 2025 05:15:09 PM	07 Mar, 2025 06:08:05 PM	05 Mar, 2025 01:54:55 PM	0:03:07		Internal
596115620539		CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Mar, 2025 05:15:09 PM	07 Mar, 2025 06:08:05 PM	05 Mar, 2025 01:54:55 PM	0:03:07		Internal
596115620539		CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Mar, 2025 05:15:09 PM	07 Mar, 2025 06:08:05 PM	05 Mar, 2025 01:54:55 PM	0:03:07		Internal
596115620539		CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Mar, 2025 05:15:09 PM	07 Mar, 2025 06:08:05 PM	05 Mar, 2025 01:54:55 PM	0:03:07		Internal
596115620539		CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Mar, 2025 05:15:09 PM	07 Mar, 2025 06:08:05 PM	05 Mar, 2025 01:54:55 PM	0:03:07		Internal
596115620539		CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Mar, 2025 05:15:09 PM	07 Mar, 2025 06:08:05 PM	05 Mar, 2025 01:54:55 PM	0:03:07		Internal
596115620539		CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Mar, 2025 05:15:09 PM	07 Mar, 2025 06:08:05 PM	05 Mar, 2025 01:54:55 PM	0:03:07		Internal
596115620539		CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Mar, 2025 05:15:09 PM	07 Mar, 2025 06:08:05 PM	05 Mar, 2025 01:54:55 PM	0:03:07		Internal
596115620539		CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Mar, 2025 05:15:09 PM	07 Mar, 2025 06:08:05 PM	05 Mar, 2025 01:54:55 PM	0:03:07		Internal
596115620539		CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Mar, 2025 05:15:09 PM	07 Mar, 2025 06:08:05 PM	05 Mar, 2025 01:54:55 PM	0:03:07		Internal
596115620539		CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Mar, 2025 05:15:09 PM	07 Mar, 2025 06:08:05 PM	05 Mar, 2025 01:54:55 PM	0:03:07		Internal
596115620539		CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Mar, 2025 05:15:09 PM	07 Mar, 2025 06:08:05 PM	05 Mar, 2025 01:54:55 PM	0:03:07		Internal
596115620539		CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Mar, 2025 05:15:09 PM	07 Mar, 2025 06:08:05 PM	05 Mar, 2025 01:54:55 PM	0:03:07		Internal
596115620539		CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Mar, 2025 05:15:09 PM	07 Mar, 2025 06:08:05 PM	05 Mar, 2025 01:54:55 PM	0:03:07		Internal
596115620539		CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Mar, 2025 05:15:09 PM	07 Mar, 2025 06:08:05 PM	05 Mar, 2025 01:54:55 PM	0:03:07		Internal
596115620539		CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Mar, 2025 05:15:09 PM	07 Mar, 2025 06:08:05 PM	05 Mar, 2025 01:54:55 PM	0:03:07		Internal
596115620539		CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Mar, 2025 05:15:09 PM	07 Mar, 2025 06:08:05 PM	05 Mar, 2025 01:54:55 PM	0:03:07		Internal
596115620539		CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		07 Mar, 2025 05:15:09 PM	07 Mar, 2025 06:08:05 PM	05 Mar, 2025 01:54:55 PM	0:03:07		Internal
596115620539		CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Mar, 2025 05:15:09 PM	07 Mar, 2025 06:08:05 PM	05 Mar, 2025 01:54:55 PM	0:03:07		Internal
596115620539		CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Mar, 2025 05:15:09 PM	07 Mar, 2025 06:08:05 PM	05 Mar, 2025 01:54:55 PM	0:03:07		Internal
596115620539		CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Mar, 2025 05:15:09 PM	07 Mar, 2025 06:08:05 PM	05 Mar, 2025 01:54:55 PM	0:03:07		Internal
596115445693		CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Mar, 2025 06:25:15 PM	07 Mar, 2025 06:29:21 PM	04 Mar, 2025 02:39:21 PM	0:02:35		Internal
596115445693		CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Mar, 2025 06:25:15 PM	07 Mar, 2025 06:29:21 PM	04 Mar, 2025 02:39:21 PM	0:02:35		Internal
596115445693		CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Mar, 2025 06:25:15 PM	07 Mar, 2025 06:29:21 PM	04 Mar, 2025 02:39:21 PM	0:02:35		Internal
596115445693		CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Mar, 2025 06:25:15 PM	07 Mar, 2025 06:29:21 PM	04 Mar, 2025 02:39:21 PM	0:02:35		Internal
596115445693		CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Mar, 2025 06:25:15 PM	07 Mar, 2025 06:29:21 PM	04 Mar, 2025 02:39:21 PM	0:02:35		Internal
596115445693		CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Mar, 2025 06:25:15 PM	07 Mar, 2025 06:29:21 PM	04 Mar, 2025 02:39:21 PM	0:02:35		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596115445693	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	07 Mar, 2025 06:25:15 PM	07 Mar, 2025 06:29:21 PM	04 Mar, 2025 02:39:21 PM	0:02:35		Internal
596115445693			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Mar, 2025 06:25:15 PM	07 Mar, 2025 06:29:21 PM	04 Mar, 2025 02:39:21 PM	0:02:35		Internal
596115445693			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Mar, 2025 06:25:15 PM	07 Mar, 2025 06:29:21 PM	04 Mar, 2025 02:39:21 PM	0:02:35		Internal
596115445693			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Mar, 2025 06:25:15 PM	07 Mar, 2025 06:29:21 PM	04 Mar, 2025 02:39:21 PM	0:02:35		Internal
596115445693			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Mar, 2025 06:25:15 PM	07 Mar, 2025 06:29:21 PM	04 Mar, 2025 02:39:21 PM	0:02:35		Internal
596115445693			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Mar, 2025 06:25:15 PM	07 Mar, 2025 06:29:21 PM	04 Mar, 2025 02:39:21 PM	0:02:35		Internal
596115445693			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Mar, 2025 06:25:15 PM	07 Mar, 2025 06:29:21 PM	04 Mar, 2025 02:39:21 PM	0:02:35		Internal
596115445693			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Mar, 2025 06:25:15 PM	07 Mar, 2025 06:29:21 PM	04 Mar, 2025 02:39:21 PM	0:02:35		Internal
596115445693			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Mar, 2025 06:25:15 PM	07 Mar, 2025 06:29:21 PM	04 Mar, 2025 02:39:21 PM	0:02:35		Internal
596115445693			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Mar, 2025 06:25:15 PM	07 Mar, 2025 06:29:21 PM	04 Mar, 2025 02:39:21 PM	0:02:35		Internal
596115445693			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Mar, 2025 06:25:15 PM	07 Mar, 2025 06:29:21 PM	04 Mar, 2025 02:39:21 PM	0:02:35		Internal
596115445693			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Mar, 2025 06:25:15 PM	07 Mar, 2025 06:29:21 PM	04 Mar, 2025 02:39:21 PM	0:02:35		Internal
596115445693			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Mar, 2025 06:25:15 PM	07 Mar, 2025 06:29:21 PM	04 Mar, 2025 02:39:21 PM	0:02:35		Internal
596115445693			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Mar, 2025 06:25:15 PM	07 Mar, 2025 06:29:21 PM	04 Mar, 2025 02:39:21 PM	0:02:35		Internal
596115445693			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Mar, 2025 06:25:15 PM	07 Mar, 2025 06:29:21 PM	04 Mar, 2025 02:39:21 PM	0:02:35		Internal
596115445693			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Mar, 2025 06:25:15 PM	07 Mar, 2025 06:29:21 PM	04 Mar, 2025 02:39:21 PM	0:02:35		Internal
596115445693			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		07 Mar, 2025 06:25:15 PM	07 Mar, 2025 06:29:21 PM	04 Mar, 2025 02:39:21 PM	0:02:35		Internal
596115445693			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Mar, 2025 06:25:15 PM	07 Mar, 2025 06:29:21 PM	04 Mar, 2025 02:39:21 PM	0:02:35		Internal
596115445693			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Mar, 2025 06:25:15 PM	07 Mar, 2025 06:29:21 PM	04 Mar, 2025 02:39:21 PM	0:02:35		Internal
596115445693			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Mar, 2025 06:25:15 PM	07 Mar, 2025 06:29:21 PM	04 Mar, 2025 02:39:21 PM	0:02:35		Internal
596115430324			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Mar, 2025 06:40:43 PM	07 Mar, 2025 06:46:39 PM	04 Mar, 2025 01:41:13 PM	0:02:13		Internal
596115430324			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Mar, 2025 06:40:43 PM	07 Mar, 2025 06:46:39 PM	04 Mar, 2025 01:41:13 PM	0:02:13		Internal
596115430324			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Mar, 2025 06:40:43 PM	07 Mar, 2025 06:46:39 PM	04 Mar, 2025 01:41:13 PM	0:02:13		Internal
596115430324			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Mar, 2025 06:40:43 PM	07 Mar, 2025 06:46:39 PM	04 Mar, 2025 01:41:13 PM	0:02:13		Internal
596115430324			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Mar, 2025 06:40:43 PM	07 Mar, 2025 06:46:39 PM	04 Mar, 2025 01:41:13 PM	0:02:13		Internal
596115430324			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Mar, 2025 06:40:43 PM	07 Mar, 2025 06:46:39 PM	04 Mar, 2025 01:41:13 PM	0:02:13		Internal
596115430324			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Mar, 2025 06:40:43 PM	07 Mar, 2025 06:46:39 PM	04 Mar, 2025 01:41:13 PM	0:02:13		Internal
596115430324			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Mar, 2025 06:40:43 PM	07 Mar, 2025 06:46:39 PM	04 Mar, 2025 01:41:13 PM	0:02:13		Internal
596115430324			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Mar, 2025 06:40:43 PM	07 Mar, 2025 06:46:39 PM	04 Mar, 2025 01:41:13 PM	0:02:13		Internal
596115430324			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Mar, 2025 06:40:43 PM	07 Mar, 2025 06:46:39 PM	04 Mar, 2025 01:41:13 PM	0:02:13		Internal
596115430324			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Mar, 2025 06:40:43 PM	07 Mar, 2025 06:46:39 PM	04 Mar, 2025 01:41:13 PM	0:02:13		Internal
596115430324			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Mar, 2025 06:40:43 PM	07 Mar, 2025 06:46:39 PM	04 Mar, 2025 01:41:13 PM	0:02:13		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596115430324	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	[redacted]	07 Mar, 2025 06:40:43 PM	07 Mar, 2025 06:46:39 PM	04 Mar, 2025 01:41:13 PM	0:02:13		Internal
596115430324			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Mar, 2025 06:40:43 PM	07 Mar, 2025 06:46:39 PM	04 Mar, 2025 01:41:13 PM	0:02:13		Internal
596115430324			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Mar, 2025 06:40:43 PM	07 Mar, 2025 06:46:39 PM	04 Mar, 2025 01:41:13 PM	0:02:13		Internal
596115430324			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Mar, 2025 06:40:43 PM	07 Mar, 2025 06:46:39 PM	04 Mar, 2025 01:41:13 PM	0:02:13		Internal
596115430324			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Mar, 2025 06:40:43 PM	07 Mar, 2025 06:46:39 PM	04 Mar, 2025 01:41:13 PM	0:02:13		Internal
596115430324			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Mar, 2025 06:40:43 PM	07 Mar, 2025 06:46:39 PM	04 Mar, 2025 01:41:13 PM	0:02:13		Internal
596115430324			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Mar, 2025 06:40:43 PM	07 Mar, 2025 06:46:39 PM	04 Mar, 2025 01:41:13 PM	0:02:13		Internal
596115430324			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Mar, 2025 06:40:43 PM	07 Mar, 2025 06:46:39 PM	04 Mar, 2025 01:41:13 PM	0:02:13		Internal
596115430324			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Mar, 2025 06:40:43 PM	07 Mar, 2025 06:46:39 PM	04 Mar, 2025 01:41:13 PM	0:02:13		Internal
596115430324			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Mar, 2025 06:40:43 PM	07 Mar, 2025 06:46:39 PM	04 Mar, 2025 01:41:13 PM	0:02:13		Internal
596115430324			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		07 Mar, 2025 06:40:43 PM	07 Mar, 2025 06:46:39 PM	04 Mar, 2025 01:41:13 PM	0:02:13		Internal
596115430324			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Mar, 2025 06:40:43 PM	07 Mar, 2025 06:46:39 PM	04 Mar, 2025 01:41:13 PM	0:02:13		Internal
596115430324			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Mar, 2025 06:40:43 PM	07 Mar, 2025 06:46:39 PM	04 Mar, 2025 01:41:13 PM	0:02:13		Internal
596115430324			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Mar, 2025 06:40:43 PM	07 Mar, 2025 06:46:39 PM	04 Mar, 2025 01:41:13 PM	0:02:13		Internal
596115443854			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Mar, 2025 08:30:53 PM	07 Mar, 2025 07:57:33 PM	04 Mar, 2025 02:33:10 PM	0:02:53		Internal
596115443854			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Mar, 2025 08:30:53 PM	07 Mar, 2025 07:57:33 PM	04 Mar, 2025 02:33:10 PM	0:02:53		Internal
596115443854			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Mar, 2025 08:30:53 PM	07 Mar, 2025 07:57:33 PM	04 Mar, 2025 02:33:10 PM	0:02:53		Internal
596115443854			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Mar, 2025 08:30:53 PM	07 Mar, 2025 07:57:33 PM	04 Mar, 2025 02:33:10 PM	0:02:53		Internal
596115443854			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Mar, 2025 08:30:53 PM	07 Mar, 2025 07:57:33 PM	04 Mar, 2025 02:33:10 PM	0:02:53		Internal
596115443854			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Mar, 2025 08:30:53 PM	07 Mar, 2025 07:57:33 PM	04 Mar, 2025 02:33:10 PM	0:02:53		Internal
596115443854			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Mar, 2025 08:30:53 PM	07 Mar, 2025 07:57:33 PM	04 Mar, 2025 02:33:10 PM	0:02:53		Internal
596115443854			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Mar, 2025 08:30:53 PM	07 Mar, 2025 07:57:33 PM	04 Mar, 2025 02:33:10 PM	0:02:53		Internal
596115443854			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Mar, 2025 08:30:53 PM	07 Mar, 2025 07:57:33 PM	04 Mar, 2025 02:33:10 PM	0:02:53		Internal
596115443854			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Mar, 2025 08:30:53 PM	07 Mar, 2025 07:57:33 PM	04 Mar, 2025 02:33:10 PM	0:02:53		Internal
596115443854			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Mar, 2025 08:30:53 PM	07 Mar, 2025 07:57:33 PM	04 Mar, 2025 02:33:10 PM	0:02:53		Internal
596115443854			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Mar, 2025 08:30:53 PM	07 Mar, 2025 07:57:33 PM	04 Mar, 2025 02:33:10 PM	0:02:53		Internal
596115443854			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Mar, 2025 08:30:53 PM	07 Mar, 2025 07:57:33 PM	04 Mar, 2025 02:33:10 PM	0:02:53		Internal
596115443854			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Mar, 2025 08:30:53 PM	07 Mar, 2025 07:57:33 PM	04 Mar, 2025 02:33:10 PM	0:02:53		Internal
596115443854			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Mar, 2025 08:30:53 PM	07 Mar, 2025 07:57:33 PM	04 Mar, 2025 02:33:10 PM	0:02:53		Internal
596115443854			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Mar, 2025 08:30:53 PM	07 Mar, 2025 07:57:33 PM	04 Mar, 2025 02:33:10 PM	0:02:53		Internal
596115443854			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Mar, 2025 08:30:53 PM	07 Mar, 2025 07:57:33 PM	04 Mar, 2025 02:33:10 PM	0:02:53		Internal
596115443854			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Mar, 2025 08:30:53 PM	07 Mar, 2025 07:57:33 PM	04 Mar, 2025 02:33:10 PM	0:02:53		Internal
596115443854			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Mar, 2025 08:30:53 PM	07 Mar, 2025 07:57:33 PM	04 Mar, 2025 02:33:10 PM	0:02:53		Internal
596115443854			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Mar, 2025 08:30:53 PM	07 Mar, 2025 07:57:33 PM	04 Mar, 2025 02:33:10 PM	0:02:53		Internal
596115443854			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Mar, 2025 08:30:53 PM	07 Mar, 2025 07:57:33 PM	04 Mar, 2025 02:33:10 PM	0:02:53		Internal
596115443854			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Mar, 2025 08:30:53 PM	07 Mar, 2025 07:57:33 PM	04 Mar, 2025 02:33:10 PM	0:02:53		Internal
596115443854			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		04 Mar, 2025 08:30:53 PM	07 Mar, 2025 07:57:33 PM	04 Mar, 2025 02:33:10 PM	0:02:53		Internal
596115443854			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Mar, 2025 08:30:53 PM	07 Mar, 2025 07:57:33 PM	04 Mar, 2025 02:33:10 PM	0:02:53		Internal
596115443854			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Mar, 2025 08:30:53 PM	07 Mar, 2025 07:57:33 PM	04 Mar, 2025 02:33:10 PM	0:02:53		Internal
596115443854			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Mar, 2025 08:30:53 PM	07 Mar, 2025 07:57:33 PM	04 Mar, 2025 02:33:10 PM	0:02:53		Internal
596115213000			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Mar, 2025 04:00:56 PM	08 Mar, 2025 04:26:56 AM	03 Mar, 2025 02:24:10 PM	0:06:41		Internal
596115213000			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Mar, 2025 04:00:56 PM	08 Mar, 2025 04:26:56 AM	03 Mar, 2025 02:24:10 PM	0:06:41		Internal
596115213000			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Mar, 2025 04:00:56 PM	08 Mar, 2025 04:26:56 AM	03 Mar, 2025 02:24:10 PM	0:06:41		Internal
596115213000			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Mar, 2025 04:00:56 PM	08 Mar, 2025 04:26:56 AM	03 Mar, 2025 02:24:10 PM	0:06:41		Internal
596115213000			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Mar, 2025 04:00:56 PM	08 Mar, 2025 04:26:56 AM	03 Mar, 2025 02:24:10 PM	0:06:41		Internal
596115213000			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Mar, 2025 04:00:56 PM	08 Mar, 2025 04:26:56 AM	03 Mar, 2025 02:24:10 PM	0:06:41		Internal
596115213000			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Mar, 2025 04:00:56 PM	08 Mar, 2025 04:26:56 AM	03 Mar, 2025 02:24:10 PM	0:06:41		Internal
596115213000			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Mar, 2025 04:00:56 PM	08 Mar, 2025 04:26:56 AM	03 Mar, 2025 02:24:10 PM	0:06:41		Internal
596115213000			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Mar, 2025 04:00:56 PM	08 Mar, 2025 04:26:56 AM	03 Mar, 2025 02:24:10 PM	0:06:41		Internal
596115213000			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Mar, 2025 04:00:56 PM	08 Mar, 2025 04:26:56 AM	03 Mar, 2025 02:24:10 PM	0:06:41		Internal
596115213000			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Mar, 2025 04:00:56 PM	08 Mar, 2025 04:26:56 AM	03 Mar, 2025 02:24:10 PM	0:06:41		Internal

Master Contact	[redacted]	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596115213000		CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Mar, 2025 04:00:56 PM	08 Mar, 2025 04:26:56 AM	03 Mar, 2025 02:24:10 PM	0:06:41		Internal
596115213000		CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Mar, 2025 04:00:56 PM	08 Mar, 2025 04:26:56 AM	03 Mar, 2025 02:24:10 PM	0:06:41		Internal
596115213000		CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Mar, 2025 04:00:56 PM	08 Mar, 2025 04:26:56 AM	03 Mar, 2025 02:24:10 PM	0:06:41		Internal
596115213000		CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Mar, 2025 04:00:56 PM	08 Mar, 2025 04:26:56 AM	03 Mar, 2025 02:24:10 PM	0:06:41		Internal
596115213000		CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Mar, 2025 04:00:56 PM	08 Mar, 2025 04:26:56 AM	03 Mar, 2025 02:24:10 PM	0:06:41		Internal
596115213000		CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Mar, 2025 04:00:56 PM	08 Mar, 2025 04:26:56 AM	03 Mar, 2025 02:24:10 PM	0:06:41		Internal
596115213000		CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Mar, 2025 04:00:56 PM	08 Mar, 2025 04:26:56 AM	03 Mar, 2025 02:24:10 PM	0:06:41		Internal
596115213000		CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Mar, 2025 04:00:56 PM	08 Mar, 2025 04:26:56 AM	03 Mar, 2025 02:24:10 PM	0:06:41		Internal
596115213000		CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Mar, 2025 04:00:56 PM	08 Mar, 2025 04:26:56 AM	03 Mar, 2025 02:24:10 PM	0:06:41		Internal
596115213000		CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Mar, 2025 04:00:56 PM	08 Mar, 2025 04:26:56 AM	03 Mar, 2025 02:24:10 PM	0:06:41		Internal
596115213000		CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Mar, 2025 04:00:56 PM	08 Mar, 2025 04:26:56 AM	03 Mar, 2025 02:24:10 PM	0:06:41		Internal
596115213000		CTE_Bus_Solar		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Mar, 2025 04:00:56 PM	08 Mar, 2025 04:26:56 AM	03 Mar, 2025 02:24:10 PM	0:06:41		Internal
596115213000		CTE_Bus_Solar		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Mar, 2025 04:00:56 PM	08 Mar, 2025 04:26:56 AM	03 Mar, 2025 02:24:10 PM	0:06:41		Internal
596115213000		CTE_Bus_Solar		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Mar, 2025 04:00:56 PM	08 Mar, 2025 04:26:56 AM	03 Mar, 2025 02:24:10 PM	0:06:41		Internal
596115213000		CTE_Bus_Solar		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Mar, 2025 04:00:56 PM	08 Mar, 2025 04:26:56 AM	03 Mar, 2025 02:24:10 PM	0:06:41		Internal
596115600142		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Mar, 2025 03:00:21 PM	09 Mar, 2025 02:14:43 AM	05 Mar, 2025 01:53:33 AM	0:06:02		Internal
596115600142		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Mar, 2025 03:00:21 PM	09 Mar, 2025 02:14:43 AM	05 Mar, 2025 01:53:33 AM	0:06:02		Internal
596115600142		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Mar, 2025 03:00:21 PM	09 Mar, 2025 02:14:43 AM	05 Mar, 2025 01:53:33 AM	0:06:02		Internal
596115600142		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Mar, 2025 03:00:21 PM	09 Mar, 2025 02:14:43 AM	05 Mar, 2025 01:53:33 AM	0:06:02		Internal
596115600142		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Mar, 2025 03:00:21 PM	09 Mar, 2025 02:14:43 AM	05 Mar, 2025 01:53:33 AM	0:06:02		Internal
596115600142		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 Mar, 2025 03:00:21 PM	09 Mar, 2025 02:14:43 AM	05 Mar, 2025 01:53:33 AM	0:06:02		Internal
596115600142		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 Mar, 2025 03:00:21 PM	09 Mar, 2025 02:14:43 AM	05 Mar, 2025 01:53:33 AM	0:06:02		Internal
596115600142		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Mar, 2025 03:00:21 PM	09 Mar, 2025 02:14:43 AM	05 Mar, 2025 01:53:33 AM	0:06:02		Internal
596115600142		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Mar, 2025 03:00:21 PM	09 Mar, 2025 02:14:43 AM	05 Mar, 2025 01:53:33 AM	0:06:02		Internal
596115600142		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 Mar, 2025 03:00:21 PM	09 Mar, 2025 02:14:43 AM	05 Mar, 2025 01:53:33 AM	0:06:02		Internal
596115600142		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 Mar, 2025 03:00:21 PM	09 Mar, 2025 02:14:43 AM	05 Mar, 2025 01:53:33 AM	0:06:02		Internal
596115600142		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Mar, 2025 03:00:21 PM	09 Mar, 2025 02:14:43 AM	05 Mar, 2025 01:53:33 AM	0:06:02		Internal
596115600142		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Mar, 2025 03:00:21 PM	09 Mar, 2025 02:14:43 AM	05 Mar, 2025 01:53:33 AM	0:06:02		Internal
596115600142		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 Mar, 2025 03:00:21 PM	09 Mar, 2025 02:14:43 AM	05 Mar, 2025 01:53:33 AM	0:06:02		Internal
596115600142		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 Mar, 2025 03:00:21 PM	09 Mar, 2025 02:14:43 AM	05 Mar, 2025 01:53:33 AM	0:06:02		Internal
596115600142		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Mar, 2025 03:00:21 PM	09 Mar, 2025 02:14:43 AM	05 Mar, 2025 01:53:33 AM	0:06:02		Internal
596115600142		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Mar, 2025 03:00:21 PM	09 Mar, 2025 02:14:43 AM	05 Mar, 2025 01:53:33 AM	0:06:02		Internal
596115600142		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 Mar, 2025 03:00:21 PM	09 Mar, 2025 02:14:43 AM	05 Mar, 2025 01:53:33 AM	0:06:02		Internal
596115600142		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Mar, 2025 03:00:21 PM	09 Mar, 2025 02:14:43 AM	05 Mar, 2025 01:53:33 AM	0:06:02		Internal
596115600142		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Mar, 2025 03:00:21 PM	09 Mar, 2025 02:14:43 AM	05 Mar, 2025 01:53:33 AM	0:06:02		Internal
596115600142		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Mar, 2025 03:00:21 PM	09 Mar, 2025 02:14:43 AM	05 Mar, 2025 01:53:33 AM	0:06:02		Internal
596115600142		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Mar, 2025 03:00:21 PM	09 Mar, 2025 02:14:43 AM	05 Mar, 2025 01:53:33 AM	0:06:02		Internal
596115600142		CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		05 Mar, 2025 03:00:21 PM	09 Mar, 2025 02:14:43 AM	05 Mar, 2025 01:53:33 AM	0:06:02		Internal
596115600142		CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Mar, 2025 03:00:21 PM	09 Mar, 2025 02:14:43 AM	05 Mar, 2025 01:53:33 AM	0:06:02		Internal
596115600142		CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Mar, 2025 03:00:21 PM	09 Mar, 2025 02:14:43 AM	05 Mar, 2025 01:53:33 AM	0:06:02		Internal
596115600142		CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Mar, 2025 03:00:21 PM	09 Mar, 2025 02:14:43 AM	05 Mar, 2025 01:53:33 AM	0:06:02		Internal
596116099371		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Mar, 2025 01:55:11 PM	10 Mar, 2025 02:06:24 PM	07 Mar, 2025 06:53:13 PM	0:04:25		Internal
596116099371		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Mar, 2025 01:55:11 PM	10 Mar, 2025 02:06:24 PM	07 Mar, 2025 06:53:13 PM	0:04:25		Internal
596116099371		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Mar, 2025 01:55:11 PM	10 Mar, 2025 02:06:24 PM	07 Mar, 2025 06:53:13 PM	0:04:25		Internal
596116099371		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Mar, 2025 01:55:11 PM	10 Mar, 2025 02:06:24 PM	07 Mar, 2025 06:53:13 PM	0:04:25		Internal
596116099371		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Mar, 2025 01:55:11 PM	10 Mar, 2025 02:06:24 PM	07 Mar, 2025 06:53:13 PM	0:04:25		Internal
596116099371		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Mar, 2025 01:55:11 PM	10 Mar, 2025 02:06:24 PM	07 Mar, 2025 06:53:13 PM	0:04:25		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Typ		Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596116099371	[redacted]		CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	10 Mar, 2025 01:55:11 PM	10 Mar, 2025 02:06:24 PM	07 Mar, 2025 06:53:13 PM	0:04:25		Internal
596116099371			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Mar, 2025 01:55:11 PM	10 Mar, 2025 02:06:24 PM	07 Mar, 2025 06:53:13 PM	0:04:25		Internal
596116099371			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Mar, 2025 01:55:11 PM	10 Mar, 2025 02:06:24 PM	07 Mar, 2025 06:53:13 PM	0:04:25		Internal
596116099371			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Mar, 2025 01:55:11 PM	10 Mar, 2025 02:06:24 PM	07 Mar, 2025 06:53:13 PM	0:04:25		Internal
596116099371			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Mar, 2025 01:55:11 PM	10 Mar, 2025 02:06:24 PM	07 Mar, 2025 06:53:13 PM	0:04:25		Internal
596116099371			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Mar, 2025 01:55:11 PM	10 Mar, 2025 02:06:24 PM	07 Mar, 2025 06:53:13 PM	0:04:25		Internal
596116099371			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Mar, 2025 01:55:11 PM	10 Mar, 2025 02:06:24 PM	07 Mar, 2025 06:53:13 PM	0:04:25		Internal
596116099371			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Mar, 2025 01:55:11 PM	10 Mar, 2025 02:06:24 PM	07 Mar, 2025 06:53:13 PM	0:04:25		Internal
596116099371			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Mar, 2025 01:55:11 PM	10 Mar, 2025 02:06:24 PM	07 Mar, 2025 06:53:13 PM	0:04:25		Internal
596116099371			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Mar, 2025 01:55:11 PM	10 Mar, 2025 02:06:24 PM	07 Mar, 2025 06:53:13 PM	0:04:25		Internal
596116099371			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Mar, 2025 01:55:11 PM	10 Mar, 2025 02:06:24 PM	07 Mar, 2025 06:53:13 PM	0:04:25		Internal
596116099371			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Mar, 2025 01:55:11 PM	10 Mar, 2025 02:06:24 PM	07 Mar, 2025 06:53:13 PM	0:04:25		Internal
596116099371			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Mar, 2025 01:55:11 PM	10 Mar, 2025 02:06:24 PM	07 Mar, 2025 06:53:13 PM	0:04:25		Internal
596116099371			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Mar, 2025 01:55:11 PM	10 Mar, 2025 02:06:24 PM	07 Mar, 2025 06:53:13 PM	0:04:25		Internal
596116099371			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Mar, 2025 01:55:11 PM	10 Mar, 2025 02:06:24 PM	07 Mar, 2025 06:53:13 PM	0:04:25		Internal
596116099371			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Mar, 2025 01:55:11 PM	10 Mar, 2025 02:06:24 PM	07 Mar, 2025 06:53:13 PM	0:04:25		Internal
596116099371			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Mar, 2025 01:55:11 PM	10 Mar, 2025 02:06:24 PM	07 Mar, 2025 06:53:13 PM	0:04:25		Internal
596116099371			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Mar, 2025 01:55:11 PM	10 Mar, 2025 02:06:24 PM	07 Mar, 2025 06:53:13 PM	0:04:25		Internal
596116099371			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Mar, 2025 01:55:11 PM	10 Mar, 2025 02:06:24 PM	07 Mar, 2025 06:53:13 PM	0:04:25		Internal
596116099371			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Mar, 2025 01:55:11 PM	10 Mar, 2025 02:06:24 PM	07 Mar, 2025 06:53:13 PM	0:04:25		Internal
596115926539			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Mar, 2025 02:12:17 PM	10 Mar, 2025 02:42:32 PM	06 Mar, 2025 09:30:29 PM	0:07:49		Internal
596115926539			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Mar, 2025 02:12:17 PM	10 Mar, 2025 02:42:32 PM	06 Mar, 2025 09:30:29 PM	0:07:49		Internal
596115926539			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Mar, 2025 02:12:17 PM	10 Mar, 2025 02:42:32 PM	06 Mar, 2025 09:30:29 PM	0:07:49		Internal
596115926539			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Mar, 2025 02:12:17 PM	10 Mar, 2025 02:42:32 PM	06 Mar, 2025 09:30:29 PM	0:07:49		Internal
596115926539			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Mar, 2025 02:12:17 PM	10 Mar, 2025 02:42:32 PM	06 Mar, 2025 09:30:29 PM	0:07:49		Internal
596115926539			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Mar, 2025 02:12:17 PM	10 Mar, 2025 02:42:32 PM	06 Mar, 2025 09:30:29 PM	0:07:49		Internal
596115926539			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Mar, 2025 02:12:17 PM	10 Mar, 2025 02:42:32 PM	06 Mar, 2025 09:30:29 PM	0:07:49		Internal
596115926539			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Mar, 2025 02:12:17 PM	10 Mar, 2025 02:42:32 PM	06 Mar, 2025 09:30:29 PM	0:07:49		Internal
596115926539			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Mar, 2025 02:12:17 PM	10 Mar, 2025 02:42:32 PM	06 Mar, 2025 09:30:29 PM	0:07:49		Internal
596115926539			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Mar, 2025 02:12:17 PM	10 Mar, 2025 02:42:32 PM	06 Mar, 2025 09:30:29 PM	0:07:49		Internal
596115926539			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Mar, 2025 02:12:17 PM	10 Mar, 2025 02:42:32 PM	06 Mar, 2025 09:30:29 PM	0:07:49		Internal
596115926539			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Mar, 2025 02:12:17 PM	10 Mar, 2025 02:42:32 PM	06 Mar, 2025 09:30:29 PM	0:07:49		Internal
596115926539			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Mar, 2025 02:12:17 PM	10 Mar, 2025 02:42:32 PM	06 Mar, 2025 09:30:29 PM	0:07:49		Internal
596115926539			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Mar, 2025 02:12:17 PM	10 Mar, 2025 02:42:32 PM	06 Mar, 2025 09:30:29 PM	0:07:49		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596115926539	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	07 Mar, 2025 02:12:17 PM	10 Mar, 2025 02:42:32 PM	06 Mar, 2025 09:30:29 PM	0:07:49		Internal
596115926539			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Mar, 2025 02:12:17 PM	10 Mar, 2025 02:42:32 PM	06 Mar, 2025 09:30:29 PM	0:07:49		Internal
596115926539			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Mar, 2025 02:12:17 PM	10 Mar, 2025 02:42:32 PM	06 Mar, 2025 09:30:29 PM	0:07:49		Internal
596115926539			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Mar, 2025 02:12:17 PM	10 Mar, 2025 02:42:32 PM	06 Mar, 2025 09:30:29 PM	0:07:49		Internal
596115926539			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Mar, 2025 02:12:17 PM	10 Mar, 2025 02:42:32 PM	06 Mar, 2025 09:30:29 PM	0:07:49		Internal
596115926539			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Mar, 2025 02:12:17 PM	10 Mar, 2025 02:42:32 PM	06 Mar, 2025 09:30:29 PM	0:07:49		Internal
596115926539			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Mar, 2025 02:12:17 PM	10 Mar, 2025 02:42:32 PM	06 Mar, 2025 09:30:29 PM	0:07:49		Internal
596115926539			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Mar, 2025 02:12:17 PM	10 Mar, 2025 02:42:32 PM	06 Mar, 2025 09:30:29 PM	0:07:49		Internal
596115926539			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		07 Mar, 2025 02:12:17 PM	10 Mar, 2025 02:42:32 PM	06 Mar, 2025 09:30:29 PM	0:07:49		Internal
596115926539			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Mar, 2025 02:12:17 PM	10 Mar, 2025 02:42:32 PM	06 Mar, 2025 09:30:29 PM	0:07:49		Internal
596115926539			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Mar, 2025 02:12:17 PM	10 Mar, 2025 02:42:32 PM	06 Mar, 2025 09:30:29 PM	0:07:49		Internal
596115926539			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Mar, 2025 02:12:17 PM	10 Mar, 2025 02:42:32 PM	06 Mar, 2025 09:30:29 PM	0:07:49		Internal
596115967743			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Mar, 2025 02:39:43 PM	10 Mar, 2025 02:44:26 PM	07 Mar, 2025 11:35:38 AM	0:02:48		Internal
596115967743			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Mar, 2025 02:39:43 PM	10 Mar, 2025 02:44:26 PM	07 Mar, 2025 11:35:38 AM	0:02:48		Internal
596115967743			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Mar, 2025 02:39:43 PM	10 Mar, 2025 02:44:26 PM	07 Mar, 2025 11:35:38 AM	0:02:48		Internal
596115967743			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Mar, 2025 02:39:43 PM	10 Mar, 2025 02:44:26 PM	07 Mar, 2025 11:35:38 AM	0:02:48		Internal
596115967743			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Mar, 2025 02:39:43 PM	10 Mar, 2025 02:44:26 PM	07 Mar, 2025 11:35:38 AM	0:02:48		Internal
596115967743			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Mar, 2025 02:39:43 PM	10 Mar, 2025 02:44:26 PM	07 Mar, 2025 11:35:38 AM	0:02:48		Internal
596115967743			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Mar, 2025 02:39:43 PM	10 Mar, 2025 02:44:26 PM	07 Mar, 2025 11:35:38 AM	0:02:48		Internal
596115967743			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Mar, 2025 02:39:43 PM	10 Mar, 2025 02:44:26 PM	07 Mar, 2025 11:35:38 AM	0:02:48		Internal
596115967743			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Mar, 2025 02:39:43 PM	10 Mar, 2025 02:44:26 PM	07 Mar, 2025 11:35:38 AM	0:02:48		Internal
596115967743			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Mar, 2025 02:39:43 PM	10 Mar, 2025 02:44:26 PM	07 Mar, 2025 11:35:38 AM	0:02:48		Internal
596115967743			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Mar, 2025 02:39:43 PM	10 Mar, 2025 02:44:26 PM	07 Mar, 2025 11:35:38 AM	0:02:48		Internal
596115967743			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Mar, 2025 02:39:43 PM	10 Mar, 2025 02:44:26 PM	07 Mar, 2025 11:35:38 AM	0:02:48		Internal
596115967743			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Mar, 2025 02:39:43 PM	10 Mar, 2025 02:44:26 PM	07 Mar, 2025 11:35:38 AM	0:02:48		Internal
596115967743			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Mar, 2025 02:39:43 PM	10 Mar, 2025 02:44:26 PM	07 Mar, 2025 11:35:38 AM	0:02:48		Internal
596115967743			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Mar, 2025 02:39:43 PM	10 Mar, 2025 02:44:26 PM	07 Mar, 2025 11:35:38 AM	0:02:48		Internal
596115967743			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Mar, 2025 02:39:43 PM	10 Mar, 2025 02:44:26 PM	07 Mar, 2025 11:35:38 AM	0:02:48		Internal
596115967743			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Mar, 2025 02:39:43 PM	10 Mar, 2025 02:44:26 PM	07 Mar, 2025 11:35:38 AM	0:02:48		Internal
596115967743			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Mar, 2025 02:39:43 PM	10 Mar, 2025 02:44:26 PM	07 Mar, 2025 11:35:38 AM	0:02:48		Internal
596115967743			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Mar, 2025 02:39:43 PM	10 Mar, 2025 02:44:26 PM	07 Mar, 2025 11:35:38 AM	0:02:48		Internal
596115967743			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Mar, 2025 02:39:43 PM	10 Mar, 2025 02:44:26 PM	07 Mar, 2025 11:35:38 AM	0:02:48		Internal
596115967743			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Mar, 2025 02:39:43 PM	10 Mar, 2025 02:44:26 PM	07 Mar, 2025 11:35:38 AM	0:02:48		Internal
596115967743			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Mar, 2025 02:39:43 PM	10 Mar, 2025 02:44:26 PM	07 Mar, 2025 11:35:38 AM	0:02:48		Internal
596115967743			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Mar, 2025 02:39:43 PM	10 Mar, 2025 02:44:26 PM	07 Mar, 2025 11:35:38 AM	0:02:48		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596115967743	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	[redacted]	10 Mar, 2025 02:39:43 PM	10 Mar, 2025 02:44:26 PM	07 Mar, 2025 11:35:38 AM	0:02:48		Internal
596115967743			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Mar, 2025 02:39:43 PM	10 Mar, 2025 02:44:26 PM	07 Mar, 2025 11:35:38 AM	0:02:48		Internal
596115967743			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Mar, 2025 02:39:43 PM	10 Mar, 2025 02:44:26 PM	07 Mar, 2025 11:35:38 AM	0:02:48		Internal
596115794209			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Mar, 2025 07:00:49 PM	10 Mar, 2025 03:11:25 PM	06 Mar, 2025 01:21:26 PM	0:02:10		Internal
596115794209			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Mar, 2025 07:00:49 PM	10 Mar, 2025 03:11:25 PM	06 Mar, 2025 01:21:26 PM	0:02:10		Internal
596115794209			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Mar, 2025 07:00:49 PM	10 Mar, 2025 03:11:25 PM	06 Mar, 2025 01:21:26 PM	0:02:10		Internal
596115794209			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Mar, 2025 07:00:49 PM	10 Mar, 2025 03:11:25 PM	06 Mar, 2025 01:21:26 PM	0:02:10		Internal
596115794209			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Mar, 2025 07:00:49 PM	10 Mar, 2025 03:11:25 PM	06 Mar, 2025 01:21:26 PM	0:02:10		Internal
596115794209			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Mar, 2025 07:00:49 PM	10 Mar, 2025 03:11:25 PM	06 Mar, 2025 01:21:26 PM	0:02:10		Internal
596115794209			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Mar, 2025 07:00:49 PM	10 Mar, 2025 03:11:25 PM	06 Mar, 2025 01:21:26 PM	0:02:10		Internal
596115794209			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Mar, 2025 07:00:49 PM	10 Mar, 2025 03:11:25 PM	06 Mar, 2025 01:21:26 PM	0:02:10		Internal
596115794209			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Mar, 2025 07:00:49 PM	10 Mar, 2025 03:11:25 PM	06 Mar, 2025 01:21:26 PM	0:02:10		Internal
596115794209			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Mar, 2025 07:00:49 PM	10 Mar, 2025 03:11:25 PM	06 Mar, 2025 01:21:26 PM	0:02:10		Internal
596115794209			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Mar, 2025 07:00:49 PM	10 Mar, 2025 03:11:25 PM	06 Mar, 2025 01:21:26 PM	0:02:10		Internal
596115794209			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Mar, 2025 07:00:49 PM	10 Mar, 2025 03:11:25 PM	06 Mar, 2025 01:21:26 PM	0:02:10		Internal
596115794209			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Mar, 2025 07:00:49 PM	10 Mar, 2025 03:11:25 PM	06 Mar, 2025 01:21:26 PM	0:02:10		Internal
596115794209			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Mar, 2025 07:00:49 PM	10 Mar, 2025 03:11:25 PM	06 Mar, 2025 01:21:26 PM	0:02:10		Internal
596115794209			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Mar, 2025 07:00:49 PM	10 Mar, 2025 03:11:25 PM	06 Mar, 2025 01:21:26 PM	0:02:10		Internal
596115794209			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Mar, 2025 07:00:49 PM	10 Mar, 2025 03:11:25 PM	06 Mar, 2025 01:21:26 PM	0:02:10		Internal
596115794209			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Mar, 2025 07:00:49 PM	10 Mar, 2025 03:11:25 PM	06 Mar, 2025 01:21:26 PM	0:02:10		Internal
596115794209			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Mar, 2025 07:00:49 PM	10 Mar, 2025 03:11:25 PM	06 Mar, 2025 01:21:26 PM	0:02:10		Internal
596115794209			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Mar, 2025 07:00:49 PM	10 Mar, 2025 03:11:25 PM	06 Mar, 2025 01:21:26 PM	0:02:10		Internal
596115794209			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Mar, 2025 07:00:49 PM	10 Mar, 2025 03:11:25 PM	06 Mar, 2025 01:21:26 PM	0:02:10		Internal
596115794209			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Mar, 2025 07:00:49 PM	10 Mar, 2025 03:11:25 PM	06 Mar, 2025 01:21:26 PM	0:02:10		Internal
596115794209			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Mar, 2025 07:00:49 PM	10 Mar, 2025 03:11:25 PM	06 Mar, 2025 01:21:26 PM	0:02:10		Internal
596115794209			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		07 Mar, 2025 07:00:49 PM	10 Mar, 2025 03:11:25 PM	06 Mar, 2025 01:21:26 PM	0:02:10		Internal
596115794209			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Mar, 2025 07:00:49 PM	10 Mar, 2025 03:11:25 PM	06 Mar, 2025 01:21:26 PM	0:02:10		Internal
596115794209			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Mar, 2025 07:00:49 PM	10 Mar, 2025 03:11:25 PM	06 Mar, 2025 01:21:26 PM	0:02:10		Internal
596115794209			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Mar, 2025 07:00:49 PM	10 Mar, 2025 03:11:25 PM	06 Mar, 2025 01:21:26 PM	0:02:10		Internal
596115249299			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Mar, 2025 02:55:32 PM	10 Mar, 2025 03:20:32 PM	03 Mar, 2025 04:28:16 PM	0:03:19		Internal
596115249299			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Mar, 2025 02:55:32 PM	10 Mar, 2025 03:20:32 PM	03 Mar, 2025 04:28:16 PM	0:03:19		Internal
596115249299			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Mar, 2025 02:55:32 PM	10 Mar, 2025 03:20:32 PM	03 Mar, 2025 04:28:16 PM	0:03:19		Internal
596115249299			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Mar, 2025 02:55:32 PM	10 Mar, 2025 03:20:32 PM	03 Mar, 2025 04:28:16 PM	0:03:19		Internal
596115249299			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Mar, 2025 02:55:32 PM	10 Mar, 2025 03:20:32 PM	03 Mar, 2025 04:28:16 PM	0:03:19		Internal
596115249299			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Mar, 2025 02:55:32 PM	10 Mar, 2025 03:20:32 PM	03 Mar, 2025 04:28:16 PM	0:03:19		Internal
596115249299			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Mar, 2025 02:55:32 PM	10 Mar, 2025 03:20:32 PM	03 Mar, 2025 04:28:16 PM	0:03:19		Internal
596115249299			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Mar, 2025 02:55:32 PM	10 Mar, 2025 03:20:32 PM	03 Mar, 2025 04:28:16 PM	0:03:19		Internal
596115249299			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Mar, 2025 02:55:32 PM	10 Mar, 2025 03:20:32 PM	03 Mar, 2025 04:28:16 PM	0:03:19		Internal
596115249299			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Mar, 2025 02:55:32 PM	10 Mar, 2025 03:20:32 PM	03 Mar, 2025 04:28:16 PM	0:03:19		Internal
596115249299			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Mar, 2025 02:55:32 PM	10 Mar, 2025 03:20:32 PM	03 Mar, 2025 04:28:16 PM	0:03:19		Internal
596115249299			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Mar, 2025 02:55:32 PM	10 Mar, 2025 03:20:32 PM	03 Mar, 2025 04:28:16 PM	0:03:19		Internal
596115249299			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Mar, 2025 02:55:32 PM	10 Mar, 2025 03:20:32 PM	03 Mar, 2025 04:28:16 PM	0:03:19		Internal
596115249299			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Mar, 2025 02:55:32 PM	10 Mar, 2025 03:20:32 PM	03 Mar, 2025 04:28:16 PM	0:03:19		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596115249299	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	10 Mar, 2025 02:55:32 PM	10 Mar, 2025 03:20:32 PM	03 Mar, 2025 04:28:16 PM	0:03:19		Internal
596115249299			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Mar, 2025 02:55:32 PM	10 Mar, 2025 03:20:32 PM	03 Mar, 2025 04:28:16 PM	0:03:19		Internal
596115249299			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Mar, 2025 02:55:32 PM	10 Mar, 2025 03:20:32 PM	03 Mar, 2025 04:28:16 PM	0:03:19		Internal
596115249299			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Mar, 2025 02:55:32 PM	10 Mar, 2025 03:20:32 PM	03 Mar, 2025 04:28:16 PM	0:03:19		Internal
596115249299			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Mar, 2025 02:55:32 PM	10 Mar, 2025 03:20:32 PM	03 Mar, 2025 04:28:16 PM	0:03:19		Internal
596115249299			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Mar, 2025 02:55:32 PM	10 Mar, 2025 03:20:32 PM	03 Mar, 2025 04:28:16 PM	0:03:19		Internal
596115249299			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Mar, 2025 02:55:32 PM	10 Mar, 2025 03:20:32 PM	03 Mar, 2025 04:28:16 PM	0:03:19		Internal
596115249299			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Mar, 2025 02:55:32 PM	10 Mar, 2025 03:20:32 PM	03 Mar, 2025 04:28:16 PM	0:03:19		Internal
596115249299			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Mar, 2025 02:55:32 PM	10 Mar, 2025 03:20:32 PM	03 Mar, 2025 04:28:16 PM	0:03:19		Internal
596115249299			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Mar, 2025 02:55:32 PM	10 Mar, 2025 03:20:32 PM	03 Mar, 2025 04:28:16 PM	0:03:19		Internal
596115249299			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Mar, 2025 02:55:32 PM	10 Mar, 2025 03:20:32 PM	03 Mar, 2025 04:28:16 PM	0:03:19		Internal
596115249299			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Mar, 2025 02:55:32 PM	10 Mar, 2025 03:20:32 PM	03 Mar, 2025 04:28:16 PM	0:03:19		Internal
596115858490			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Mar, 2025 03:43:39 PM	10 Mar, 2025 03:48:40 PM	06 Mar, 2025 05:16:53 PM	0:03:22		Internal
596115858490			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Mar, 2025 03:43:39 PM	10 Mar, 2025 03:48:40 PM	06 Mar, 2025 05:16:53 PM	0:03:22		Internal
596115858490			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Mar, 2025 03:43:39 PM	10 Mar, 2025 03:48:40 PM	06 Mar, 2025 05:16:53 PM	0:03:22		Internal
596115858490			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Mar, 2025 03:43:39 PM	10 Mar, 2025 03:48:40 PM	06 Mar, 2025 05:16:53 PM	0:03:22		Internal
596115858490			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Mar, 2025 03:43:39 PM	10 Mar, 2025 03:48:40 PM	06 Mar, 2025 05:16:53 PM	0:03:22		Internal
596115858490			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Mar, 2025 03:43:39 PM	10 Mar, 2025 03:48:40 PM	06 Mar, 2025 05:16:53 PM	0:03:22		Internal
596115858490			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Mar, 2025 03:43:39 PM	10 Mar, 2025 03:48:40 PM	06 Mar, 2025 05:16:53 PM	0:03:22		Internal
596115858490			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Mar, 2025 03:43:39 PM	10 Mar, 2025 03:48:40 PM	06 Mar, 2025 05:16:53 PM	0:03:22		Internal
596115858490			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Mar, 2025 03:43:39 PM	10 Mar, 2025 03:48:40 PM	06 Mar, 2025 05:16:53 PM	0:03:22		Internal
596115858490			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Mar, 2025 03:43:39 PM	10 Mar, 2025 03:48:40 PM	06 Mar, 2025 05:16:53 PM	0:03:22		Internal
596115858490			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Mar, 2025 03:43:39 PM	10 Mar, 2025 03:48:40 PM	06 Mar, 2025 05:16:53 PM	0:03:22		Internal
596115858490			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Mar, 2025 03:43:39 PM	10 Mar, 2025 03:48:40 PM	06 Mar, 2025 05:16:53 PM	0:03:22		Internal
596115858490			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Mar, 2025 03:43:39 PM	10 Mar, 2025 03:48:40 PM	06 Mar, 2025 05:16:53 PM	0:03:22		Internal
596115858490			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Mar, 2025 03:43:39 PM	10 Mar, 2025 03:48:40 PM	06 Mar, 2025 05:16:53 PM	0:03:22		Internal
596115858490			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Mar, 2025 03:43:39 PM	10 Mar, 2025 03:48:40 PM	06 Mar, 2025 05:16:53 PM	0:03:22		Internal
596115858490			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Mar, 2025 03:43:39 PM	10 Mar, 2025 03:48:40 PM	06 Mar, 2025 05:16:53 PM	0:03:22		Internal
596115858490			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Mar, 2025 03:43:39 PM	10 Mar, 2025 03:48:40 PM	06 Mar, 2025 05:16:53 PM	0:03:22		Internal
596115858490			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Mar, 2025 03:43:39 PM	10 Mar, 2025 03:48:40 PM	06 Mar, 2025 05:16:53 PM	0:03:22		Internal
596115858490			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Mar, 2025 03:43:39 PM	10 Mar, 2025 03:48:40 PM	06 Mar, 2025 05:16:53 PM	0:03:22		Internal
596115858490			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Mar, 2025 03:43:39 PM	10 Mar, 2025 03:48:40 PM	06 Mar, 2025 05:16:53 PM	0:03:22		Internal
596115858490			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Mar, 2025 03:43:39 PM	10 Mar, 2025 03:48:40 PM	06 Mar, 2025 05:16:53 PM	0:03:22		Internal
596115858490			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Mar, 2025 03:43:39 PM	10 Mar, 2025 03:48:40 PM	06 Mar, 2025 05:16:53 PM	0:03:22		Internal
596115858490			CTE_Bus_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Mar, 2025 03:43:39 PM	10 Mar, 2025 03:48:40 PM	06 Mar, 2025 05:16:53 PM	0:03:22		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596115858490	[redacted]	[redacted]	CTE_Bus_Moving	[redacted]	Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	[redacted]	10 Mar, 2025 03:43:39 PM	10 Mar, 2025 03:48:40 PM	06 Mar, 2025 05:16:53 PM	0:03:22		Internal
596115858490			CTE_Bus_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Mar, 2025 03:43:39 PM	10 Mar, 2025 03:48:40 PM	06 Mar, 2025 05:16:53 PM	0:03:22		Internal
596115858490			CTE_Bus_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Mar, 2025 03:43:39 PM	10 Mar, 2025 03:48:40 PM	06 Mar, 2025 05:16:53 PM	0:03:22		Internal
596116270551			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Mar, 2025 11:31:03 AM	10 Mar, 2025 04:03:47 PM	10 Mar, 2025 09:37:10 AM	0:03:30		Internal
596116270551			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Mar, 2025 11:31:03 AM	10 Mar, 2025 04:03:47 PM	10 Mar, 2025 09:37:10 AM	0:03:30		Internal
596116270551			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Mar, 2025 11:31:03 AM	10 Mar, 2025 04:03:47 PM	10 Mar, 2025 09:37:10 AM	0:03:30		Internal
596116270551			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Mar, 2025 11:31:03 AM	10 Mar, 2025 04:03:47 PM	10 Mar, 2025 09:37:10 AM	0:03:30		Internal
596116270551			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Mar, 2025 11:31:03 AM	10 Mar, 2025 04:03:47 PM	10 Mar, 2025 09:37:10 AM	0:03:30		Internal
596116270551			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Mar, 2025 11:31:03 AM	10 Mar, 2025 04:03:47 PM	10 Mar, 2025 09:37:10 AM	0:03:30		Internal
596116270551			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Mar, 2025 11:31:03 AM	10 Mar, 2025 04:03:47 PM	10 Mar, 2025 09:37:10 AM	0:03:30		Internal
596116270551			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Mar, 2025 11:31:03 AM	10 Mar, 2025 04:03:47 PM	10 Mar, 2025 09:37:10 AM	0:03:30		Internal
596116270551			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Mar, 2025 11:31:03 AM	10 Mar, 2025 04:03:47 PM	10 Mar, 2025 09:37:10 AM	0:03:30		Internal
596116270551			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Mar, 2025 11:31:03 AM	10 Mar, 2025 04:03:47 PM	10 Mar, 2025 09:37:10 AM	0:03:30		Internal
596116270551			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Mar, 2025 11:31:03 AM	10 Mar, 2025 04:03:47 PM	10 Mar, 2025 09:37:10 AM	0:03:30		Internal
596116270551			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Mar, 2025 11:31:03 AM	10 Mar, 2025 04:03:47 PM	10 Mar, 2025 09:37:10 AM	0:03:30		Internal
596116270551			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Mar, 2025 11:31:03 AM	10 Mar, 2025 04:03:47 PM	10 Mar, 2025 09:37:10 AM	0:03:30		Internal
596116270551			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Mar, 2025 11:31:03 AM	10 Mar, 2025 04:03:47 PM	10 Mar, 2025 09:37:10 AM	0:03:30		Internal
596116270551			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Mar, 2025 11:31:03 AM	10 Mar, 2025 04:03:47 PM	10 Mar, 2025 09:37:10 AM	0:03:30		Internal
596116270551			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Mar, 2025 11:31:03 AM	10 Mar, 2025 04:03:47 PM	10 Mar, 2025 09:37:10 AM	0:03:30		Internal
596116270551			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Mar, 2025 11:31:03 AM	10 Mar, 2025 04:03:47 PM	10 Mar, 2025 09:37:10 AM	0:03:30		Internal
596116270551			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Mar, 2025 11:31:03 AM	10 Mar, 2025 04:03:47 PM	10 Mar, 2025 09:37:10 AM	0:03:30		Internal
596116270551			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Mar, 2025 11:31:03 AM	10 Mar, 2025 04:03:47 PM	10 Mar, 2025 09:37:10 AM	0:03:30		Internal
596116270551			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Mar, 2025 11:31:03 AM	10 Mar, 2025 04:03:47 PM	10 Mar, 2025 09:37:10 AM	0:03:30		Internal
596116270551			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Mar, 2025 11:31:03 AM	10 Mar, 2025 04:03:47 PM	10 Mar, 2025 09:37:10 AM	0:03:30		Internal
596116270551			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Mar, 2025 11:31:03 AM	10 Mar, 2025 04:03:47 PM	10 Mar, 2025 09:37:10 AM	0:03:30		Internal
596116270551			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Mar, 2025 11:31:03 AM	10 Mar, 2025 04:03:47 PM	10 Mar, 2025 09:37:10 AM	0:03:30		Internal
596116270551			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Mar, 2025 11:31:03 AM	10 Mar, 2025 04:03:47 PM	10 Mar, 2025 09:37:10 AM	0:03:30		Internal
596116270551			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Mar, 2025 11:31:03 AM	10 Mar, 2025 04:03:47 PM	10 Mar, 2025 09:37:10 AM	0:03:30		Internal
596116270551			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Mar, 2025 11:31:03 AM	10 Mar, 2025 04:03:47 PM	10 Mar, 2025 09:37:10 AM	0:03:30		Internal
596116085948			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Mar, 2025 04:01:54 PM	10 Mar, 2025 04:07:19 PM	07 Mar, 2025 06:20:45 PM	0:03:54		Internal
596116085948			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Mar, 2025 04:01:54 PM	10 Mar, 2025 04:07:19 PM	07 Mar, 2025 06:20:45 PM	0:03:54		Internal
596116085948			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Mar, 2025 04:01:54 PM	10 Mar, 2025 04:07:19 PM	07 Mar, 2025 06:20:45 PM	0:03:54		Internal
596116085948			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Mar, 2025 04:01:54 PM	10 Mar, 2025 04:07:19 PM	07 Mar, 2025 06:20:45 PM	0:03:54		Internal
596116085948			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Mar, 2025 04:01:54 PM	10 Mar, 2025 04:07:19 PM	07 Mar, 2025 06:20:45 PM	0:03:54		Internal
596116085948			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Mar, 2025 04:01:54 PM	10 Mar, 2025 04:07:19 PM	07 Mar, 2025 06:20:45 PM	0:03:54		Internal
596116085948			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Mar, 2025 04:01:54 PM	10 Mar, 2025 04:07:19 PM	07 Mar, 2025 06:20:45 PM	0:03:54		Internal
596116085948			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Mar, 2025 04:01:54 PM	10 Mar, 2025 04:07:19 PM	07 Mar, 2025 06:20:45 PM	0:03:54		Internal
596116085948			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Mar, 2025 04:01:54 PM	10 Mar, 2025 04:07:19 PM	07 Mar, 2025 06:20:45 PM	0:03:54		Internal
596116085948			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Mar, 2025 04:01:54 PM	10 Mar, 2025 04:07:19 PM	07 Mar, 2025 06:20:45 PM	0:03:54		Internal
596116085948			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Mar, 2025 04:01:54 PM	10 Mar, 2025 04:07:19 PM	07 Mar, 2025 06:20:45 PM	0:03:54		Internal
596116085948			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Mar, 2025 04:01:54 PM	10 Mar, 2025 04:07:19 PM	07 Mar, 2025 06:20:45 PM	0:03:54		Internal
596116085948			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Mar, 2025 04:01:54 PM	10 Mar, 2025 04:07:19 PM	07 Mar, 2025 06:20:45 PM	0:03:54		Internal
596116085948			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Mar, 2025 04:01:54 PM	10 Mar, 2025 04:07:19 PM	07 Mar, 2025 06:20:45 PM	0:03:54		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596116085948	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	10 Mar, 2025 04:01:54 PM	10 Mar, 2025 04:07:19 PM	07 Mar, 2025 06:20:45 PM	0:03:54		Internal
596116085948			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Mar, 2025 04:01:54 PM	10 Mar, 2025 04:07:19 PM	07 Mar, 2025 06:20:45 PM	0:03:54		Internal
596116085948			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Mar, 2025 04:01:54 PM	10 Mar, 2025 04:07:19 PM	07 Mar, 2025 06:20:45 PM	0:03:54		Internal
596116085948			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Mar, 2025 04:01:54 PM	10 Mar, 2025 04:07:19 PM	07 Mar, 2025 06:20:45 PM	0:03:54		Internal
596116085948			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Mar, 2025 04:01:54 PM	10 Mar, 2025 04:07:19 PM	07 Mar, 2025 06:20:45 PM	0:03:54		Internal
596116085948			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Mar, 2025 04:01:54 PM	10 Mar, 2025 04:07:19 PM	07 Mar, 2025 06:20:45 PM	0:03:54		Internal
596116085948			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Mar, 2025 04:01:54 PM	10 Mar, 2025 04:07:19 PM	07 Mar, 2025 06:20:45 PM	0:03:54		Internal
596116085948			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Mar, 2025 04:01:54 PM	10 Mar, 2025 04:07:19 PM	07 Mar, 2025 06:20:45 PM	0:03:54		Internal
596116085948			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Mar, 2025 04:01:54 PM	10 Mar, 2025 04:07:19 PM	07 Mar, 2025 06:20:45 PM	0:03:54		Internal
596116085948			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Mar, 2025 04:01:54 PM	10 Mar, 2025 04:07:19 PM	07 Mar, 2025 06:20:45 PM	0:03:54		Internal
596116085948			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Mar, 2025 04:01:54 PM	10 Mar, 2025 04:07:19 PM	07 Mar, 2025 06:20:45 PM	0:03:54		Internal
596116085948			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Mar, 2025 04:01:54 PM	10 Mar, 2025 04:07:19 PM	07 Mar, 2025 06:20:45 PM	0:03:54		Internal
596115990573			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Mar, 2025 03:38:06 PM	10 Mar, 2025 04:11:24 PM	07 Mar, 2025 02:13:39 PM	0:05:44		Internal
596115990573			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Mar, 2025 03:38:06 PM	10 Mar, 2025 04:11:24 PM	07 Mar, 2025 02:13:39 PM	0:05:44		Internal
596115990573			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Mar, 2025 03:38:06 PM	10 Mar, 2025 04:11:24 PM	07 Mar, 2025 02:13:39 PM	0:05:44		Internal
596115990573			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Mar, 2025 03:38:06 PM	10 Mar, 2025 04:11:24 PM	07 Mar, 2025 02:13:39 PM	0:05:44		Internal
596115990573			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Mar, 2025 03:38:06 PM	10 Mar, 2025 04:11:24 PM	07 Mar, 2025 02:13:39 PM	0:05:44		Internal
596115990573			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Mar, 2025 03:38:06 PM	10 Mar, 2025 04:11:24 PM	07 Mar, 2025 02:13:39 PM	0:05:44		Internal
596115990573			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Mar, 2025 03:38:06 PM	10 Mar, 2025 04:11:24 PM	07 Mar, 2025 02:13:39 PM	0:05:44		Internal
596115990573			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Mar, 2025 03:38:06 PM	10 Mar, 2025 04:11:24 PM	07 Mar, 2025 02:13:39 PM	0:05:44		Internal
596115990573			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Mar, 2025 03:38:06 PM	10 Mar, 2025 04:11:24 PM	07 Mar, 2025 02:13:39 PM	0:05:44		Internal
596115990573			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Mar, 2025 03:38:06 PM	10 Mar, 2025 04:11:24 PM	07 Mar, 2025 02:13:39 PM	0:05:44		Internal
596115990573			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Mar, 2025 03:38:06 PM	10 Mar, 2025 04:11:24 PM	07 Mar, 2025 02:13:39 PM	0:05:44		Internal
596115990573			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Mar, 2025 03:38:06 PM	10 Mar, 2025 04:11:24 PM	07 Mar, 2025 02:13:39 PM	0:05:44		Internal
596115990573			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Mar, 2025 03:38:06 PM	10 Mar, 2025 04:11:24 PM	07 Mar, 2025 02:13:39 PM	0:05:44		Internal
596115990573			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Mar, 2025 03:38:06 PM	10 Mar, 2025 04:11:24 PM	07 Mar, 2025 02:13:39 PM	0:05:44		Internal
596115990573			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Mar, 2025 03:38:06 PM	10 Mar, 2025 04:11:24 PM	07 Mar, 2025 02:13:39 PM	0:05:44		Internal
596115990573			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Mar, 2025 03:38:06 PM	10 Mar, 2025 04:11:24 PM	07 Mar, 2025 02:13:39 PM	0:05:44		Internal
596115990573			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Mar, 2025 03:38:06 PM	10 Mar, 2025 04:11:24 PM	07 Mar, 2025 02:13:39 PM	0:05:44		Internal
596115990573			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Mar, 2025 03:38:06 PM	10 Mar, 2025 04:11:24 PM	07 Mar, 2025 02:13:39 PM	0:05:44		Internal
596115990573			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Mar, 2025 03:38:06 PM	10 Mar, 2025 04:11:24 PM	07 Mar, 2025 02:13:39 PM	0:05:44		Internal
596115990573			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Mar, 2025 03:38:06 PM	10 Mar, 2025 04:11:24 PM	07 Mar, 2025 02:13:39 PM	0:05:44		Internal
596115990573			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Mar, 2025 03:38:06 PM	10 Mar, 2025 04:11:24 PM	07 Mar, 2025 02:13:39 PM	0:05:44		Internal
596115990573			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Mar, 2025 03:38:06 PM	10 Mar, 2025 04:11:24 PM	07 Mar, 2025 02:13:39 PM	0:05:44		Internal
596115990573			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Mar, 2025 03:38:06 PM	10 Mar, 2025 04:11:24 PM	07 Mar, 2025 02:13:39 PM	0:05:44		Internal
596115990573			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Mar, 2025 03:38:06 PM	10 Mar, 2025 04:11:24 PM	07 Mar, 2025 02:13:39 PM	0:05:44		Internal
596115990573			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Mar, 2025 03:38:06 PM	10 Mar, 2025 04:11:24 PM	07 Mar, 2025 02:13:39 PM	0:05:44		Internal
596115990573			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Mar, 2025 03:38:06 PM	10 Mar, 2025 04:11:24 PM	07 Mar, 2025 02:13:39 PM	0:05:44		Internal
596116276463			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Mar, 2025 02:58:14 PM	10 Mar, 2025 04:31:53 PM	10 Mar, 2025 12:08:49 PM	0:04:29		Internal
596116276463			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Mar, 2025 02:58:14 PM	10 Mar, 2025 04:31:53 PM	10 Mar, 2025 12:08:49 PM	0:04:29		Internal
596116276463			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Mar, 2025 02:58:14 PM	10 Mar, 2025 04:31:53 PM	10 Mar, 2025 12:08:49 PM	0:04:29		Internal
596116276463			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Mar, 2025 02:58:14 PM	10 Mar, 2025 04:31:53 PM	10 Mar, 2025 12:08:49 PM	0:04:29		Internal
596116276463			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Mar, 2025 02:58:14 PM	10 Mar, 2025 04:31:53 PM	10 Mar, 2025 12:08:49 PM	0:04:29		Internal

Master Contact	Agent Name	Team	Skill		Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596116276463			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Mar, 2025 02:58:14 PM	10 Mar, 2025 04:31:53 PM	10 Mar, 2025 12:08:49 PM	0:04:29		Internal
596116276463			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Mar, 2025 02:58:14 PM	10 Mar, 2025 04:31:53 PM	10 Mar, 2025 12:08:49 PM	0:04:29		Internal
596116276463			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Mar, 2025 02:58:14 PM	10 Mar, 2025 04:31:53 PM	10 Mar, 2025 12:08:49 PM	0:04:29		Internal
596116276463			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Mar, 2025 02:58:14 PM	10 Mar, 2025 04:31:53 PM	10 Mar, 2025 12:08:49 PM	0:04:29		Internal
596116276463			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Mar, 2025 02:58:14 PM	10 Mar, 2025 04:31:53 PM	10 Mar, 2025 12:08:49 PM	0:04:29		Internal
596116276463			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Mar, 2025 02:58:14 PM	10 Mar, 2025 04:31:53 PM	10 Mar, 2025 12:08:49 PM	0:04:29		Internal
596116276463			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Mar, 2025 02:58:14 PM	10 Mar, 2025 04:31:53 PM	10 Mar, 2025 12:08:49 PM	0:04:29		Internal
596116276463			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Mar, 2025 02:58:14 PM	10 Mar, 2025 04:31:53 PM	10 Mar, 2025 12:08:49 PM	0:04:29		Internal
596116276463			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Mar, 2025 02:58:14 PM	10 Mar, 2025 04:31:53 PM	10 Mar, 2025 12:08:49 PM	0:04:29		Internal
596116276463			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Mar, 2025 02:58:14 PM	10 Mar, 2025 04:31:53 PM	10 Mar, 2025 12:08:49 PM	0:04:29		Internal
596116276463			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Mar, 2025 02:58:14 PM	10 Mar, 2025 04:31:53 PM	10 Mar, 2025 12:08:49 PM	0:04:29		Internal
596116276463			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Mar, 2025 02:58:14 PM	10 Mar, 2025 04:31:53 PM	10 Mar, 2025 12:08:49 PM	0:04:29		Internal
596116276463			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Mar, 2025 02:58:14 PM	10 Mar, 2025 04:31:53 PM	10 Mar, 2025 12:08:49 PM	0:04:29		Internal
596116276463			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Mar, 2025 02:58:14 PM	10 Mar, 2025 04:31:53 PM	10 Mar, 2025 12:08:49 PM	0:04:29		Internal
596116276463			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Mar, 2025 02:58:14 PM	10 Mar, 2025 04:31:53 PM	10 Mar, 2025 12:08:49 PM	0:04:29		Internal
596116276463			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Mar, 2025 02:58:14 PM	10 Mar, 2025 04:31:53 PM	10 Mar, 2025 12:08:49 PM	0:04:29		Internal
596116276463			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Mar, 2025 02:58:14 PM	10 Mar, 2025 04:31:53 PM	10 Mar, 2025 12:08:49 PM	0:04:29		Internal
596116276463			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Mar, 2025 02:58:14 PM	10 Mar, 2025 04:31:53 PM	10 Mar, 2025 12:08:49 PM	0:04:29		Internal
596116276463			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Mar, 2025 02:58:14 PM	10 Mar, 2025 04:31:53 PM	10 Mar, 2025 12:08:49 PM	0:04:29		Internal
596116276463			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Mar, 2025 02:58:14 PM	10 Mar, 2025 04:31:53 PM	10 Mar, 2025 12:08:49 PM	0:04:29		Internal
596116276463			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Mar, 2025 02:58:14 PM	10 Mar, 2025 04:31:53 PM	10 Mar, 2025 12:08:49 PM	0:04:29		Internal
596116096870			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Mar, 2025 04:45:23 PM	10 Mar, 2025 04:54:39 PM	07 Mar, 2025 06:46:58 PM	0:03:33		Internal
596116096870			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Mar, 2025 04:45:23 PM	10 Mar, 2025 04:54:39 PM	07 Mar, 2025 06:46:58 PM	0:03:33		Internal
596116096870			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Mar, 2025 04:45:23 PM	10 Mar, 2025 04:54:39 PM	07 Mar, 2025 06:46:58 PM	0:03:33		Internal
596116096870			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Mar, 2025 04:45:23 PM	10 Mar, 2025 04:54:39 PM	07 Mar, 2025 06:46:58 PM	0:03:33		Internal
596116096870			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Mar, 2025 04:45:23 PM	10 Mar, 2025 04:54:39 PM	07 Mar, 2025 06:46:58 PM	0:03:33		Internal
596116096870			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Mar, 2025 04:45:23 PM	10 Mar, 2025 04:54:39 PM	07 Mar, 2025 06:46:58 PM	0:03:33		Internal
596116096870			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Mar, 2025 04:45:23 PM	10 Mar, 2025 04:54:39 PM	07 Mar, 2025 06:46:58 PM	0:03:33		Internal
596116096870			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Mar, 2025 04:45:23 PM	10 Mar, 2025 04:54:39 PM	07 Mar, 2025 06:46:58 PM	0:03:33		Internal
596116096870			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Mar, 2025 04:45:23 PM	10 Mar, 2025 04:54:39 PM	07 Mar, 2025 06:46:58 PM	0:03:33		Internal
596116096870			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Mar, 2025 04:45:23 PM	10 Mar, 2025 04:54:39 PM	07 Mar, 2025 06:46:58 PM	0:03:33		Internal
596116096870			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Mar, 2025 04:45:23 PM	10 Mar, 2025 04:54:39 PM	07 Mar, 2025 06:46:58 PM	0:03:33		Internal
596116096870			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Mar, 2025 04:45:23 PM	10 Mar, 2025 04:54:39 PM	07 Mar, 2025 06:46:58 PM	0:03:33		Internal
596116096870			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Mar, 2025 04:45:23 PM	10 Mar, 2025 04:54:39 PM	07 Mar, 2025 06:46:58 PM	0:03:33		Internal
596116096870			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Mar, 2025 04:45:23 PM	10 Mar, 2025 04:54:39 PM	07 Mar, 2025 06:46:58 PM	0:03:33		Internal
596116096870			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Mar, 2025 04:45:23 PM	10 Mar, 2025 04:54:39 PM	07 Mar, 2025 06:46:58 PM	0:03:33		Internal
596116096870			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Mar, 2025 04:45:23 PM	10 Mar, 2025 04:54:39 PM	07 Mar, 2025 06:46:58 PM	0:03:33		Internal
596116096870			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Mar, 2025 04:45:23 PM	10 Mar, 2025 04:54:39 PM	07 Mar, 2025 06:46:58 PM	0:03:33		Internal
596116096870			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Mar, 2025 04:45:23 PM	10 Mar, 2025 04:54:39 PM	07 Mar, 2025 06:46:58 PM	0:03:33		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596116096870	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	10 Mar, 2025 04:45:23 PM	10 Mar, 2025 04:54:39 PM	07 Mar, 2025 06:46:58 PM	0:03:33		Internal
596116096870			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Mar, 2025 04:45:23 PM	10 Mar, 2025 04:54:39 PM	07 Mar, 2025 06:46:58 PM	0:03:33		Internal
596116096870			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Mar, 2025 04:45:23 PM	10 Mar, 2025 04:54:39 PM	07 Mar, 2025 06:46:58 PM	0:03:33		Internal
596116096870			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Mar, 2025 04:45:23 PM	10 Mar, 2025 04:54:39 PM	07 Mar, 2025 06:46:58 PM	0:03:33		Internal
596116096870			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Mar, 2025 04:45:23 PM	10 Mar, 2025 04:54:39 PM	07 Mar, 2025 06:46:58 PM	0:03:33		Internal
596116096870			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Mar, 2025 04:45:23 PM	10 Mar, 2025 04:54:39 PM	07 Mar, 2025 06:46:58 PM	0:03:33		Internal
596116096870			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Mar, 2025 04:45:23 PM	10 Mar, 2025 04:54:39 PM	07 Mar, 2025 06:46:58 PM	0:03:33		Internal
596116096870			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Mar, 2025 04:45:23 PM	10 Mar, 2025 04:54:39 PM	07 Mar, 2025 06:46:58 PM	0:03:33		Internal
596116318340			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Mar, 2025 06:01:19 PM	10 Mar, 2025 06:12:56 PM	10 Mar, 2025 02:55:01 PM	0:04:15		Internal
596116318340			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Mar, 2025 06:01:19 PM	10 Mar, 2025 06:12:56 PM	10 Mar, 2025 02:55:01 PM	0:04:15		Internal
596116318340			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Mar, 2025 06:01:19 PM	10 Mar, 2025 06:12:56 PM	10 Mar, 2025 02:55:01 PM	0:04:15		Internal
596116318340			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Mar, 2025 06:01:19 PM	10 Mar, 2025 06:12:56 PM	10 Mar, 2025 02:55:01 PM	0:04:15		Internal
596116318340			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Mar, 2025 06:01:19 PM	10 Mar, 2025 06:12:56 PM	10 Mar, 2025 02:55:01 PM	0:04:15		Internal
596116318340			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Mar, 2025 06:01:19 PM	10 Mar, 2025 06:12:56 PM	10 Mar, 2025 02:55:01 PM	0:04:15		Internal
596116318340			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Mar, 2025 06:01:19 PM	10 Mar, 2025 06:12:56 PM	10 Mar, 2025 02:55:01 PM	0:04:15		Internal
596116318340			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Mar, 2025 06:01:19 PM	10 Mar, 2025 06:12:56 PM	10 Mar, 2025 02:55:01 PM	0:04:15		Internal
596116318340			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Mar, 2025 06:01:19 PM	10 Mar, 2025 06:12:56 PM	10 Mar, 2025 02:55:01 PM	0:04:15		Internal
596116318340			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Mar, 2025 06:01:19 PM	10 Mar, 2025 06:12:56 PM	10 Mar, 2025 02:55:01 PM	0:04:15		Internal
596116318340			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Mar, 2025 06:01:19 PM	10 Mar, 2025 06:12:56 PM	10 Mar, 2025 02:55:01 PM	0:04:15		Internal
596116318340			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Mar, 2025 06:01:19 PM	10 Mar, 2025 06:12:56 PM	10 Mar, 2025 02:55:01 PM	0:04:15		Internal
596116318340			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Mar, 2025 06:01:19 PM	10 Mar, 2025 06:12:56 PM	10 Mar, 2025 02:55:01 PM	0:04:15		Internal
596116318340			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Mar, 2025 06:01:19 PM	10 Mar, 2025 06:12:56 PM	10 Mar, 2025 02:55:01 PM	0:04:15		Internal
596116318340			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Mar, 2025 06:01:19 PM	10 Mar, 2025 06:12:56 PM	10 Mar, 2025 02:55:01 PM	0:04:15		Internal
596116318340			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Mar, 2025 06:01:19 PM	10 Mar, 2025 06:12:56 PM	10 Mar, 2025 02:55:01 PM	0:04:15		Internal
596116318340			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Mar, 2025 06:01:19 PM	10 Mar, 2025 06:12:56 PM	10 Mar, 2025 02:55:01 PM	0:04:15		Internal
596116318340			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Mar, 2025 06:01:19 PM	10 Mar, 2025 06:12:56 PM	10 Mar, 2025 02:55:01 PM	0:04:15		Internal
596116318340			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Mar, 2025 06:01:19 PM	10 Mar, 2025 06:12:56 PM	10 Mar, 2025 02:55:01 PM	0:04:15		Internal
596116318340			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Mar, 2025 06:01:19 PM	10 Mar, 2025 06:12:56 PM	10 Mar, 2025 02:55:01 PM	0:04:15		Internal
596116318340			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Mar, 2025 06:01:19 PM	10 Mar, 2025 06:12:56 PM	10 Mar, 2025 02:55:01 PM	0:04:15		Internal
596116318340			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Mar, 2025 06:01:19 PM	10 Mar, 2025 06:12:56 PM	10 Mar, 2025 02:55:01 PM	0:04:15		Internal
596116318340			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Mar, 2025 06:01:19 PM	10 Mar, 2025 06:12:56 PM	10 Mar, 2025 02:55:01 PM	0:04:15		Internal
596116318340			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Mar, 2025 06:01:19 PM	10 Mar, 2025 06:12:56 PM	10 Mar, 2025 02:55:01 PM	0:04:15		Internal
596116318340			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Mar, 2025 06:01:19 PM	10 Mar, 2025 06:12:56 PM	10 Mar, 2025 02:55:01 PM	0:04:15		Internal
596116318340			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Mar, 2025 06:01:19 PM	10 Mar, 2025 06:12:56 PM	10 Mar, 2025 02:55:01 PM	0:04:15		Internal
596115670693			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Mar, 2025 06:17:46 PM	10 Mar, 2025 06:24:44 PM	05 Mar, 2025 05:01:41 PM	0:02:54		Internal
596115670693			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Mar, 2025 06:17:46 PM	10 Mar, 2025 06:24:44 PM	05 Mar, 2025 05:01:41 PM	0:02:54		Internal
596115670693			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Mar, 2025 06:17:46 PM	10 Mar, 2025 06:24:44 PM	05 Mar, 2025 05:01:41 PM	0:02:54		Internal
596115670693			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Mar, 2025 06:17:46 PM	10 Mar, 2025 06:24:44 PM	05 Mar, 2025 05:01:41 PM	0:02:54		Internal
596115670693			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Mar, 2025 06:17:46 PM	10 Mar, 2025 06:24:44 PM	05 Mar, 2025 05:01:41 PM	0:02:54		Internal
596115670693			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Mar, 2025 06:17:46 PM	10 Mar, 2025 06:24:44 PM	05 Mar, 2025 05:01:41 PM	0:02:54		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596115670693	[redacted]	[redacted]	CTE_Res_Resolution_Consult	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	10 Mar, 2025 06:17:46 PM	10 Mar, 2025 06:24:44 PM	05 Mar, 2025 05:01:41 PM	0:02:54		Internal
596115670693			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Mar, 2025 06:17:46 PM	10 Mar, 2025 06:24:44 PM	05 Mar, 2025 05:01:41 PM	0:02:54		Internal
596115670693			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Mar, 2025 06:17:46 PM	10 Mar, 2025 06:24:44 PM	05 Mar, 2025 05:01:41 PM	0:02:54		Internal
596115670693			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Mar, 2025 06:17:46 PM	10 Mar, 2025 06:24:44 PM	05 Mar, 2025 05:01:41 PM	0:02:54		Internal
596115670693			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Mar, 2025 06:17:46 PM	10 Mar, 2025 06:24:44 PM	05 Mar, 2025 05:01:41 PM	0:02:54		Internal
596115670693			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Mar, 2025 06:17:46 PM	10 Mar, 2025 06:24:44 PM	05 Mar, 2025 05:01:41 PM	0:02:54		Internal
596115670693			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Mar, 2025 06:17:46 PM	10 Mar, 2025 06:24:44 PM	05 Mar, 2025 05:01:41 PM	0:02:54		Internal
596115670693			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Mar, 2025 06:17:46 PM	10 Mar, 2025 06:24:44 PM	05 Mar, 2025 05:01:41 PM	0:02:54		Internal
596115670693			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Mar, 2025 06:17:46 PM	10 Mar, 2025 06:24:44 PM	05 Mar, 2025 05:01:41 PM	0:02:54		Internal
596115670693			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Mar, 2025 06:17:46 PM	10 Mar, 2025 06:24:44 PM	05 Mar, 2025 05:01:41 PM	0:02:54		Internal
596115670693			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Mar, 2025 06:17:46 PM	10 Mar, 2025 06:24:44 PM	05 Mar, 2025 05:01:41 PM	0:02:54		Internal
596115670693			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Mar, 2025 06:17:46 PM	10 Mar, 2025 06:24:44 PM	05 Mar, 2025 05:01:41 PM	0:02:54		Internal
596115670693			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Mar, 2025 06:17:46 PM	10 Mar, 2025 06:24:44 PM	05 Mar, 2025 05:01:41 PM	0:02:54		Internal
596115670693			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Mar, 2025 06:17:46 PM	10 Mar, 2025 06:24:44 PM	05 Mar, 2025 05:01:41 PM	0:02:54		Internal
596115670693			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Mar, 2025 06:17:46 PM	10 Mar, 2025 06:24:44 PM	05 Mar, 2025 05:01:41 PM	0:02:54		Internal
596115670693			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Mar, 2025 06:17:46 PM	10 Mar, 2025 06:24:44 PM	05 Mar, 2025 05:01:41 PM	0:02:54		Internal
596115670693			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Mar, 2025 06:17:46 PM	10 Mar, 2025 06:24:44 PM	05 Mar, 2025 05:01:41 PM	0:02:54		Internal
596115670693			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Mar, 2025 06:17:46 PM	10 Mar, 2025 06:24:44 PM	05 Mar, 2025 05:01:41 PM	0:02:54		Internal
596115670693			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Mar, 2025 06:17:46 PM	10 Mar, 2025 06:24:44 PM	05 Mar, 2025 05:01:41 PM	0:02:54		Internal
596115670693			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Mar, 2025 06:17:46 PM	10 Mar, 2025 06:24:44 PM	05 Mar, 2025 05:01:41 PM	0:02:54		Internal
596116348475			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Mar, 2025 06:18:53 PM	10 Mar, 2025 06:28:03 PM	10 Mar, 2025 04:24:38 PM	0:04:10		Internal
596116348475			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Mar, 2025 06:18:53 PM	10 Mar, 2025 06:28:03 PM	10 Mar, 2025 04:24:38 PM	0:04:10		Internal
596116348475			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Mar, 2025 06:18:53 PM	10 Mar, 2025 06:28:03 PM	10 Mar, 2025 04:24:38 PM	0:04:10		Internal
596116348475			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Mar, 2025 06:18:53 PM	10 Mar, 2025 06:28:03 PM	10 Mar, 2025 04:24:38 PM	0:04:10		Internal
596116348475			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Mar, 2025 06:18:53 PM	10 Mar, 2025 06:28:03 PM	10 Mar, 2025 04:24:38 PM	0:04:10		Internal
596116348475			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Mar, 2025 06:18:53 PM	10 Mar, 2025 06:28:03 PM	10 Mar, 2025 04:24:38 PM	0:04:10		Internal
596116348475			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Mar, 2025 06:18:53 PM	10 Mar, 2025 06:28:03 PM	10 Mar, 2025 04:24:38 PM	0:04:10		Internal
596116348475			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Mar, 2025 06:18:53 PM	10 Mar, 2025 06:28:03 PM	10 Mar, 2025 04:24:38 PM	0:04:10		Internal
596116348475			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Mar, 2025 06:18:53 PM	10 Mar, 2025 06:28:03 PM	10 Mar, 2025 04:24:38 PM	0:04:10		Internal
596116348475			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Mar, 2025 06:18:53 PM	10 Mar, 2025 06:28:03 PM	10 Mar, 2025 04:24:38 PM	0:04:10		Internal
596116348475			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Mar, 2025 06:18:53 PM	10 Mar, 2025 06:28:03 PM	10 Mar, 2025 04:24:38 PM	0:04:10		Internal
596116348475			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Mar, 2025 06:18:53 PM	10 Mar, 2025 06:28:03 PM	10 Mar, 2025 04:24:38 PM	0:04:10		Internal
596116348475			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Mar, 2025 06:18:53 PM	10 Mar, 2025 06:28:03 PM	10 Mar, 2025 04:24:38 PM	0:04:10		Internal
596116348475			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Mar, 2025 06:18:53 PM	10 Mar, 2025 06:28:03 PM	10 Mar, 2025 04:24:38 PM	0:04:10		Internal
596116348475			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Mar, 2025 06:18:53 PM	10 Mar, 2025 06:28:03 PM	10 Mar, 2025 04:24:38 PM	0:04:10		Internal
596116348475			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Mar, 2025 06:18:53 PM	10 Mar, 2025 06:28:03 PM	10 Mar, 2025 04:24:38 PM	0:04:10		Internal
596116348475			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Mar, 2025 06:18:53 PM	10 Mar, 2025 06:28:03 PM	10 Mar, 2025 04:24:38 PM	0:04:10		Internal
596116348475			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Mar, 2025 06:18:53 PM	10 Mar, 2025 06:28:03 PM	10 Mar, 2025 04:24:38 PM	0:04:10		Internal
596116348475			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Mar, 2025 06:18:53 PM	10 Mar, 2025 06:28:03 PM	10 Mar, 2025 04:24:38 PM	0:04:10		Internal
596116348475			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Mar, 2025 06:18:53 PM	10 Mar, 2025 06:28:03 PM	10 Mar, 2025 04:24:38 PM	0:04:10		Internal
596116348475			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Mar, 2025 06:18:53 PM	10 Mar, 2025 06:28:03 PM	10 Mar, 2025 04:24:38 PM	0:04:10		Internal
596116348475			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Mar, 2025 06:18:53 PM	10 Mar, 2025 06:28:03 PM	10 Mar, 2025 04:24:38 PM	0:04:10		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596116348475	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	[redacted]	10 Mar, 2025 06:18:53 PM	10 Mar, 2025 06:28:03 PM	10 Mar, 2025 04:24:38 PM	0:04:10		Internal
596116348475			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Mar, 2025 06:18:53 PM	10 Mar, 2025 06:28:03 PM	10 Mar, 2025 04:24:38 PM	0:04:10		Internal
596116348475			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Mar, 2025 06:18:53 PM	10 Mar, 2025 06:28:03 PM	10 Mar, 2025 04:24:38 PM	0:04:10		Internal
596116348475			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Mar, 2025 06:18:53 PM	10 Mar, 2025 06:28:03 PM	10 Mar, 2025 04:24:38 PM	0:04:10		Internal
596115185438			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Mar, 2025 06:28:57 PM	10 Mar, 2025 06:42:56 PM	03 Mar, 2025 01:09:11 PM	0:03:54		Internal
596115185438			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Mar, 2025 06:28:57 PM	10 Mar, 2025 06:42:56 PM	03 Mar, 2025 01:09:11 PM	0:03:54		Internal
596115185438			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Mar, 2025 06:28:57 PM	10 Mar, 2025 06:42:56 PM	03 Mar, 2025 01:09:11 PM	0:03:54		Internal
596115185438			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Mar, 2025 06:28:57 PM	10 Mar, 2025 06:42:56 PM	03 Mar, 2025 01:09:11 PM	0:03:54		Internal
596115185438			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Mar, 2025 06:28:57 PM	10 Mar, 2025 06:42:56 PM	03 Mar, 2025 01:09:11 PM	0:03:54		Internal
596115185438			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Mar, 2025 06:28:57 PM	10 Mar, 2025 06:42:56 PM	03 Mar, 2025 01:09:11 PM	0:03:54		Internal
596115185438			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Mar, 2025 06:28:57 PM	10 Mar, 2025 06:42:56 PM	03 Mar, 2025 01:09:11 PM	0:03:54		Internal
596115185438			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Mar, 2025 06:28:57 PM	10 Mar, 2025 06:42:56 PM	03 Mar, 2025 01:09:11 PM	0:03:54		Internal
596115185438			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Mar, 2025 06:28:57 PM	10 Mar, 2025 06:42:56 PM	03 Mar, 2025 01:09:11 PM	0:03:54		Internal
596115185438			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Mar, 2025 06:28:57 PM	10 Mar, 2025 06:42:56 PM	03 Mar, 2025 01:09:11 PM	0:03:54		Internal
596115185438			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Mar, 2025 06:28:57 PM	10 Mar, 2025 06:42:56 PM	03 Mar, 2025 01:09:11 PM	0:03:54		Internal
596115185438			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Mar, 2025 06:28:57 PM	10 Mar, 2025 06:42:56 PM	03 Mar, 2025 01:09:11 PM	0:03:54		Internal
596115185438			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Mar, 2025 06:28:57 PM	10 Mar, 2025 06:42:56 PM	03 Mar, 2025 01:09:11 PM	0:03:54		Internal
596115185438			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Mar, 2025 06:28:57 PM	10 Mar, 2025 06:42:56 PM	03 Mar, 2025 01:09:11 PM	0:03:54		Internal
596115185438			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Mar, 2025 06:28:57 PM	10 Mar, 2025 06:42:56 PM	03 Mar, 2025 01:09:11 PM	0:03:54		Internal
596115185438			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Mar, 2025 06:28:57 PM	10 Mar, 2025 06:42:56 PM	03 Mar, 2025 01:09:11 PM	0:03:54		Internal
596115185438			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Mar, 2025 06:28:57 PM	10 Mar, 2025 06:42:56 PM	03 Mar, 2025 01:09:11 PM	0:03:54		Internal
596115185438			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Mar, 2025 06:28:57 PM	10 Mar, 2025 06:42:56 PM	03 Mar, 2025 01:09:11 PM	0:03:54		Internal
596115185438			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Mar, 2025 06:28:57 PM	10 Mar, 2025 06:42:56 PM	03 Mar, 2025 01:09:11 PM	0:03:54		Internal
596115185438			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Mar, 2025 06:28:57 PM	10 Mar, 2025 06:42:56 PM	03 Mar, 2025 01:09:11 PM	0:03:54		Internal
596115185438			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Mar, 2025 06:28:57 PM	10 Mar, 2025 06:42:56 PM	03 Mar, 2025 01:09:11 PM	0:03:54		Internal
596115185438			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Mar, 2025 06:28:57 PM	10 Mar, 2025 06:42:56 PM	03 Mar, 2025 01:09:11 PM	0:03:54		Internal
596115185438			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Mar, 2025 06:28:57 PM	10 Mar, 2025 06:42:56 PM	03 Mar, 2025 01:09:11 PM	0:03:54		Internal
596115185438			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Mar, 2025 06:28:57 PM	10 Mar, 2025 06:42:56 PM	03 Mar, 2025 01:09:11 PM	0:03:54		Internal
596115185438			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Mar, 2025 06:28:57 PM	10 Mar, 2025 06:42:56 PM	03 Mar, 2025 01:09:11 PM	0:03:54		Internal
596115185438			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Mar, 2025 06:28:57 PM	10 Mar, 2025 06:42:56 PM	03 Mar, 2025 01:09:11 PM	0:03:54		Internal
596116118138			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Mar, 2025 06:33:46 PM	10 Mar, 2025 06:46:40 PM	07 Mar, 2025 08:32:34 PM	0:03:12		Internal
596116118138			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Mar, 2025 06:33:46 PM	10 Mar, 2025 06:46:40 PM	07 Mar, 2025 08:32:34 PM	0:03:12		Internal
596116118138			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Mar, 2025 06:33:46 PM	10 Mar, 2025 06:46:40 PM	07 Mar, 2025 08:32:34 PM	0:03:12		Internal
596116118138			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Mar, 2025 06:33:46 PM	10 Mar, 2025 06:46:40 PM	07 Mar, 2025 08:32:34 PM	0:03:12		Internal
596116118138			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Mar, 2025 06:33:46 PM	10 Mar, 2025 06:46:40 PM	07 Mar, 2025 08:32:34 PM	0:03:12		Internal
596116118138			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Mar, 2025 06:33:46 PM	10 Mar, 2025 06:46:40 PM	07 Mar, 2025 08:32:34 PM	0:03:12		Internal
596116118138			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Mar, 2025 06:33:46 PM	10 Mar, 2025 06:46:40 PM	07 Mar, 2025 08:32:34 PM	0:03:12		Internal
596116118138			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Mar, 2025 06:33:46 PM	10 Mar, 2025 06:46:40 PM	07 Mar, 2025 08:32:34 PM	0:03:12		Internal
596116118138			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Mar, 2025 06:33:46 PM	10 Mar, 2025 06:46:40 PM	07 Mar, 2025 08:32:34 PM	0:03:12		Internal
596116118138			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Mar, 2025 06:33:46 PM	10 Mar, 2025 06:46:40 PM	07 Mar, 2025 08:32:34 PM	0:03:12		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596116118138	[redacted]		CTE_Res_Resolution_Consult	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	10 Mar, 2025 06:33:46 PM	10 Mar, 2025 06:46:40 PM	07 Mar, 2025 08:32:34 PM	0:03:12		Internal
596116118138			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Mar, 2025 06:33:46 PM	10 Mar, 2025 06:46:40 PM	07 Mar, 2025 08:32:34 PM	0:03:12		Internal
596116118138			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Mar, 2025 06:33:46 PM	10 Mar, 2025 06:46:40 PM	07 Mar, 2025 08:32:34 PM	0:03:12		Internal
596116118138			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Mar, 2025 06:33:46 PM	10 Mar, 2025 06:46:40 PM	07 Mar, 2025 08:32:34 PM	0:03:12		Internal
596116118138			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Mar, 2025 06:33:46 PM	10 Mar, 2025 06:46:40 PM	07 Mar, 2025 08:32:34 PM	0:03:12		Internal
596116118138			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Mar, 2025 06:33:46 PM	10 Mar, 2025 06:46:40 PM	07 Mar, 2025 08:32:34 PM	0:03:12		Internal
596116118138			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Mar, 2025 06:33:46 PM	10 Mar, 2025 06:46:40 PM	07 Mar, 2025 08:32:34 PM	0:03:12		Internal
596116118138			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Mar, 2025 06:33:46 PM	10 Mar, 2025 06:46:40 PM	07 Mar, 2025 08:32:34 PM	0:03:12		Internal
596116118138			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Mar, 2025 06:33:46 PM	10 Mar, 2025 06:46:40 PM	07 Mar, 2025 08:32:34 PM	0:03:12		Internal
596116118138			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Mar, 2025 06:33:46 PM	10 Mar, 2025 06:46:40 PM	07 Mar, 2025 08:32:34 PM	0:03:12		Internal
596116118138			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Mar, 2025 06:33:46 PM	10 Mar, 2025 06:46:40 PM	07 Mar, 2025 08:32:34 PM	0:03:12		Internal
596116118138			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Mar, 2025 06:33:46 PM	10 Mar, 2025 06:46:40 PM	07 Mar, 2025 08:32:34 PM	0:03:12		Internal
596116118138			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Mar, 2025 06:33:46 PM	10 Mar, 2025 06:46:40 PM	07 Mar, 2025 08:32:34 PM	0:03:12		Internal
596116118138			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Mar, 2025 06:33:46 PM	10 Mar, 2025 06:46:40 PM	07 Mar, 2025 08:32:34 PM	0:03:12		Internal
596116118138			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Mar, 2025 06:33:46 PM	10 Mar, 2025 06:46:40 PM	07 Mar, 2025 08:32:34 PM	0:03:12		Internal
596116118138			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Mar, 2025 06:33:46 PM	10 Mar, 2025 06:46:40 PM	07 Mar, 2025 08:32:34 PM	0:03:12		Internal
596115568887			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Mar, 2025 11:00:23 AM	10 Mar, 2025 06:59:21 PM	04 Mar, 2025 09:23:59 PM	0:02:08		Internal
596115568887			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Mar, 2025 11:00:23 AM	10 Mar, 2025 06:59:21 PM	04 Mar, 2025 09:23:59 PM	0:02:08		Internal
596115568887			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Mar, 2025 11:00:23 AM	10 Mar, 2025 06:59:21 PM	04 Mar, 2025 09:23:59 PM	0:02:08		Internal
596115568887			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Mar, 2025 11:00:23 AM	10 Mar, 2025 06:59:21 PM	04 Mar, 2025 09:23:59 PM	0:02:08		Internal
596115568887			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Mar, 2025 11:00:23 AM	10 Mar, 2025 06:59:21 PM	04 Mar, 2025 09:23:59 PM	0:02:08		Internal
596115568887			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Mar, 2025 11:00:23 AM	10 Mar, 2025 06:59:21 PM	04 Mar, 2025 09:23:59 PM	0:02:08		Internal
596115568887			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Mar, 2025 11:00:23 AM	10 Mar, 2025 06:59:21 PM	04 Mar, 2025 09:23:59 PM	0:02:08		Internal
596115568887			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Mar, 2025 11:00:23 AM	10 Mar, 2025 06:59:21 PM	04 Mar, 2025 09:23:59 PM	0:02:08		Internal
596115568887			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Mar, 2025 11:00:23 AM	10 Mar, 2025 06:59:21 PM	04 Mar, 2025 09:23:59 PM	0:02:08		Internal
596115568887			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Mar, 2025 11:00:23 AM	10 Mar, 2025 06:59:21 PM	04 Mar, 2025 09:23:59 PM	0:02:08		Internal
596115568887			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Mar, 2025 11:00:23 AM	10 Mar, 2025 06:59:21 PM	04 Mar, 2025 09:23:59 PM	0:02:08		Internal
596115568887			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Mar, 2025 11:00:23 AM	10 Mar, 2025 06:59:21 PM	04 Mar, 2025 09:23:59 PM	0:02:08		Internal
596115568887			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Mar, 2025 11:00:23 AM	10 Mar, 2025 06:59:21 PM	04 Mar, 2025 09:23:59 PM	0:02:08		Internal
596115568887			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Mar, 2025 11:00:23 AM	10 Mar, 2025 06:59:21 PM	04 Mar, 2025 09:23:59 PM	0:02:08		Internal
596115568887			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Mar, 2025 11:00:23 AM	10 Mar, 2025 06:59:21 PM	04 Mar, 2025 09:23:59 PM	0:02:08		Internal
596115568887			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Mar, 2025 11:00:23 AM	10 Mar, 2025 06:59:21 PM	04 Mar, 2025 09:23:59 PM	0:02:08		Internal
596115568887			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Mar, 2025 11:00:23 AM	10 Mar, 2025 06:59:21 PM	04 Mar, 2025 09:23:59 PM	0:02:08		Internal
596115568887			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Mar, 2025 11:00:23 AM	10 Mar, 2025 06:59:21 PM	04 Mar, 2025 09:23:59 PM	0:02:08		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596115568887	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	06 Mar, 2025 11:00:23 AM	10 Mar, 2025 06:59:21 PM	04 Mar, 2025 09:23:59 PM	0:02:08		Internal
596115568887			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Mar, 2025 11:00:23 AM	10 Mar, 2025 06:59:21 PM	04 Mar, 2025 09:23:59 PM	0:02:08		Internal
596115568887			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Mar, 2025 11:00:23 AM	10 Mar, 2025 06:59:21 PM	04 Mar, 2025 09:23:59 PM	0:02:08		Internal
596115568887			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Mar, 2025 11:00:23 AM	10 Mar, 2025 06:59:21 PM	04 Mar, 2025 09:23:59 PM	0:02:08		Internal
596115568887			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		06 Mar, 2025 11:00:23 AM	10 Mar, 2025 06:59:21 PM	04 Mar, 2025 09:23:59 PM	0:02:08		Internal
596115568887			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Mar, 2025 11:00:23 AM	10 Mar, 2025 06:59:21 PM	04 Mar, 2025 09:23:59 PM	0:02:08		Internal
596115568887			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Mar, 2025 11:00:23 AM	10 Mar, 2025 06:59:21 PM	04 Mar, 2025 09:23:59 PM	0:02:08		Internal
596115568887			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Mar, 2025 11:00:23 AM	10 Mar, 2025 06:59:21 PM	04 Mar, 2025 09:23:59 PM	0:02:08		Internal
596116311788			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Mar, 2025 03:31:30 PM	10 Mar, 2025 07:07:09 PM	10 Mar, 2025 02:35:45 PM	0:04:19		Internal
596116311788			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Mar, 2025 03:31:30 PM	10 Mar, 2025 07:07:09 PM	10 Mar, 2025 02:35:45 PM	0:04:19		Internal
596116311788			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Mar, 2025 03:31:30 PM	10 Mar, 2025 07:07:09 PM	10 Mar, 2025 02:35:45 PM	0:04:19		Internal
596116311788			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Mar, 2025 03:31:30 PM	10 Mar, 2025 07:07:09 PM	10 Mar, 2025 02:35:45 PM	0:04:19		Internal
596116311788			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Mar, 2025 03:31:30 PM	10 Mar, 2025 07:07:09 PM	10 Mar, 2025 02:35:45 PM	0:04:19		Internal
596116311788			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Mar, 2025 03:31:30 PM	10 Mar, 2025 07:07:09 PM	10 Mar, 2025 02:35:45 PM	0:04:19		Internal
596116311788			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Mar, 2025 03:31:30 PM	10 Mar, 2025 07:07:09 PM	10 Mar, 2025 02:35:45 PM	0:04:19		Internal
596116311788			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Mar, 2025 03:31:30 PM	10 Mar, 2025 07:07:09 PM	10 Mar, 2025 02:35:45 PM	0:04:19		Internal
596116311788			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Mar, 2025 03:31:30 PM	10 Mar, 2025 07:07:09 PM	10 Mar, 2025 02:35:45 PM	0:04:19		Internal
596116311788			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Mar, 2025 03:31:30 PM	10 Mar, 2025 07:07:09 PM	10 Mar, 2025 02:35:45 PM	0:04:19		Internal
596116311788			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Mar, 2025 03:31:30 PM	10 Mar, 2025 07:07:09 PM	10 Mar, 2025 02:35:45 PM	0:04:19		Internal
596116311788			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Mar, 2025 03:31:30 PM	10 Mar, 2025 07:07:09 PM	10 Mar, 2025 02:35:45 PM	0:04:19		Internal
596116311788			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Mar, 2025 03:31:30 PM	10 Mar, 2025 07:07:09 PM	10 Mar, 2025 02:35:45 PM	0:04:19		Internal
596116311788			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Mar, 2025 03:31:30 PM	10 Mar, 2025 07:07:09 PM	10 Mar, 2025 02:35:45 PM	0:04:19		Internal
596116311788			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Mar, 2025 03:31:30 PM	10 Mar, 2025 07:07:09 PM	10 Mar, 2025 02:35:45 PM	0:04:19		Internal
596116311788			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Mar, 2025 03:31:30 PM	10 Mar, 2025 07:07:09 PM	10 Mar, 2025 02:35:45 PM	0:04:19		Internal
596116311788			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Mar, 2025 03:31:30 PM	10 Mar, 2025 07:07:09 PM	10 Mar, 2025 02:35:45 PM	0:04:19		Internal
596116311788			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Mar, 2025 03:31:30 PM	10 Mar, 2025 07:07:09 PM	10 Mar, 2025 02:35:45 PM	0:04:19		Internal
596116311788			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Mar, 2025 03:31:30 PM	10 Mar, 2025 07:07:09 PM	10 Mar, 2025 02:35:45 PM	0:04:19		Internal
596116311788			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Mar, 2025 03:31:30 PM	10 Mar, 2025 07:07:09 PM	10 Mar, 2025 02:35:45 PM	0:04:19		Internal
596116311788			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Mar, 2025 03:31:30 PM	10 Mar, 2025 07:07:09 PM	10 Mar, 2025 02:35:45 PM	0:04:19		Internal
596116311788			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Mar, 2025 03:31:30 PM	10 Mar, 2025 07:07:09 PM	10 Mar, 2025 02:35:45 PM	0:04:19		Internal
596116311788			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Mar, 2025 03:31:30 PM	10 Mar, 2025 07:07:09 PM	10 Mar, 2025 02:35:45 PM	0:04:19		Internal
596116311788			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Mar, 2025 03:31:30 PM	10 Mar, 2025 07:07:09 PM	10 Mar, 2025 02:35:45 PM	0:04:19		Internal
596116311788			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Mar, 2025 03:31:30 PM	10 Mar, 2025 07:07:09 PM	10 Mar, 2025 02:35:45 PM	0:04:19		Internal
596116311788			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Mar, 2025 03:31:30 PM	10 Mar, 2025 07:07:09 PM	10 Mar, 2025 02:35:45 PM	0:04:19		Internal
596115328478			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Mar, 2025 04:30:43 AM	11 Mar, 2025 11:23:30 AM	03 Mar, 2025 07:52:40 PM	0:02:58		Internal
596115328478			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Mar, 2025 04:30:43 AM	11 Mar, 2025 11:23:30 AM	03 Mar, 2025 07:52:40 PM	0:02:58		Internal
596115328478			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Mar, 2025 04:30:43 AM	11 Mar, 2025 11:23:30 AM	03 Mar, 2025 07:52:40 PM	0:02:58		Internal
596115328478			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Mar, 2025 04:30:43 AM	11 Mar, 2025 11:23:30 AM	03 Mar, 2025 07:52:40 PM	0:02:58		Internal
596115328478			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Mar, 2025 04:30:43 AM	11 Mar, 2025 11:23:30 AM	03 Mar, 2025 07:52:40 PM	0:02:58		Internal
596115328478			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Mar, 2025 04:30:43 AM	11 Mar, 2025 11:23:30 AM	03 Mar, 2025 07:52:40 PM	0:02:58		Internal
596115328478			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Mar, 2025 04:30:43 AM	11 Mar, 2025 11:23:30 AM	03 Mar, 2025 07:52:40 PM	0:02:58		Internal
596115328478			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Mar, 2025 04:30:43 AM	11 Mar, 2025 11:23:30 AM	03 Mar, 2025 07:52:40 PM	0:02:58		Internal
596115328478			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Mar, 2025 04:30:43 AM	11 Mar, 2025 11:23:30 AM	03 Mar, 2025 07:52:40 PM	0:02:58		Internal
596115328478			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Mar, 2025 04:30:43 AM	11 Mar, 2025 11:23:30 AM	03 Mar, 2025 07:52:40 PM	0:02:58		Internal
596115328478			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Mar, 2025 04:30:43 AM	11 Mar, 2025 11:23:30 AM	03 Mar, 2025 07:52:40 PM	0:02:58		Internal
596115328478			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Mar, 2025 04:30:43 AM	11 Mar, 2025 11:23:30 AM	03 Mar, 2025 07:52:40 PM	0:02:58		Internal
596115328478			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Mar, 2025 04:30:43 AM	11 Mar, 2025 11:23:30 AM	03 Mar, 2025 07:52:40 PM	0:02:58		Internal
596115328478			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Mar, 2025 04:30:43 AM	11 Mar, 2025 11:23:30 AM	03 Mar, 2025 07:52:40 PM	0:02:58		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596115328478	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	04 Mar, 2025 04:30:43 AM	11 Mar, 2025 11:23:30 AM	03 Mar, 2025 07:52:40 PM	0:02:58		Internal
596115328478			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Mar, 2025 04:30:43 AM	11 Mar, 2025 11:23:30 AM	03 Mar, 2025 07:52:40 PM	0:02:58		Internal
596115328478			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Mar, 2025 04:30:43 AM	11 Mar, 2025 11:23:30 AM	03 Mar, 2025 07:52:40 PM	0:02:58		Internal
596115328478			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Mar, 2025 04:30:43 AM	11 Mar, 2025 11:23:30 AM	03 Mar, 2025 07:52:40 PM	0:02:58		Internal
596115328478			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Mar, 2025 04:30:43 AM	11 Mar, 2025 11:23:30 AM	03 Mar, 2025 07:52:40 PM	0:02:58		Internal
596115328478			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Mar, 2025 04:30:43 AM	11 Mar, 2025 11:23:30 AM	03 Mar, 2025 07:52:40 PM	0:02:58		Internal
596115328478			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Mar, 2025 04:30:43 AM	11 Mar, 2025 11:23:30 AM	03 Mar, 2025 07:52:40 PM	0:02:58		Internal
596115328478			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Mar, 2025 04:30:43 AM	11 Mar, 2025 11:23:30 AM	03 Mar, 2025 07:52:40 PM	0:02:58		Internal
596115328478			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		04 Mar, 2025 04:30:43 AM	11 Mar, 2025 11:23:30 AM	03 Mar, 2025 07:52:40 PM	0:02:58		Internal
596115328478			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Mar, 2025 04:30:43 AM	11 Mar, 2025 11:23:30 AM	03 Mar, 2025 07:52:40 PM	0:02:58		Internal
596115328478			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Mar, 2025 04:30:43 AM	11 Mar, 2025 11:23:30 AM	03 Mar, 2025 07:52:40 PM	0:02:58		Internal
596115328478			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Mar, 2025 04:30:43 AM	11 Mar, 2025 11:23:30 AM	03 Mar, 2025 07:52:40 PM	0:02:58		Internal
596115450006			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Mar, 2025 04:30:55 PM	11 Mar, 2025 11:52:23 AM	04 Mar, 2025 02:55:39 PM	0:04:27		Internal
596115450006			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Mar, 2025 04:30:55 PM	11 Mar, 2025 11:52:23 AM	04 Mar, 2025 02:55:39 PM	0:04:27		Internal
596115450006			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Mar, 2025 04:30:55 PM	11 Mar, 2025 11:52:23 AM	04 Mar, 2025 02:55:39 PM	0:04:27		Internal
596115450006			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Mar, 2025 04:30:55 PM	11 Mar, 2025 11:52:23 AM	04 Mar, 2025 02:55:39 PM	0:04:27		Internal
596115450006			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Mar, 2025 04:30:55 PM	11 Mar, 2025 11:52:23 AM	04 Mar, 2025 02:55:39 PM	0:04:27		Internal
596115450006			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Mar, 2025 04:30:55 PM	11 Mar, 2025 11:52:23 AM	04 Mar, 2025 02:55:39 PM	0:04:27		Internal
596115450006			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Mar, 2025 04:30:55 PM	11 Mar, 2025 11:52:23 AM	04 Mar, 2025 02:55:39 PM	0:04:27		Internal
596115450006			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Mar, 2025 04:30:55 PM	11 Mar, 2025 11:52:23 AM	04 Mar, 2025 02:55:39 PM	0:04:27		Internal
596115450006			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Mar, 2025 04:30:55 PM	11 Mar, 2025 11:52:23 AM	04 Mar, 2025 02:55:39 PM	0:04:27		Internal
596115450006			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Mar, 2025 04:30:55 PM	11 Mar, 2025 11:52:23 AM	04 Mar, 2025 02:55:39 PM	0:04:27		Internal
596115450006			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Mar, 2025 04:30:55 PM	11 Mar, 2025 11:52:23 AM	04 Mar, 2025 02:55:39 PM	0:04:27		Internal
596115450006			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Mar, 2025 04:30:55 PM	11 Mar, 2025 11:52:23 AM	04 Mar, 2025 02:55:39 PM	0:04:27		Internal
596115450006			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Mar, 2025 04:30:55 PM	11 Mar, 2025 11:52:23 AM	04 Mar, 2025 02:55:39 PM	0:04:27		Internal
596115450006			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Mar, 2025 04:30:55 PM	11 Mar, 2025 11:52:23 AM	04 Mar, 2025 02:55:39 PM	0:04:27		Internal
596115450006			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Mar, 2025 04:30:55 PM	11 Mar, 2025 11:52:23 AM	04 Mar, 2025 02:55:39 PM	0:04:27		Internal
596115450006			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Mar, 2025 04:30:55 PM	11 Mar, 2025 11:52:23 AM	04 Mar, 2025 02:55:39 PM	0:04:27		Internal
596115450006			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Mar, 2025 04:30:55 PM	11 Mar, 2025 11:52:23 AM	04 Mar, 2025 02:55:39 PM	0:04:27		Internal
596115450006			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Mar, 2025 04:30:55 PM	11 Mar, 2025 11:52:23 AM	04 Mar, 2025 02:55:39 PM	0:04:27		Internal
596115450006			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Mar, 2025 04:30:55 PM	11 Mar, 2025 11:52:23 AM	04 Mar, 2025 02:55:39 PM	0:04:27		Internal
596115450006			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Mar, 2025 04:30:55 PM	11 Mar, 2025 11:52:23 AM	04 Mar, 2025 02:55:39 PM	0:04:27		Internal
596115450006			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Mar, 2025 04:30:55 PM	11 Mar, 2025 11:52:23 AM	04 Mar, 2025 02:55:39 PM	0:04:27		Internal
596115450006			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Mar, 2025 04:30:55 PM	11 Mar, 2025 11:52:23 AM	04 Mar, 2025 02:55:39 PM	0:04:27		Internal
596115450006			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		04 Mar, 2025 04:30:55 PM	11 Mar, 2025 11:52:23 AM	04 Mar, 2025 02:55:39 PM	0:04:27		Internal
596115450006			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Mar, 2025 04:30:55 PM	11 Mar, 2025 11:52:23 AM	04 Mar, 2025 02:55:39 PM	0:04:27		Internal
596115450006			CTE_Res_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Mar, 2025 04:30:55 PM	11 Mar, 2025 11:52:23 AM	04 Mar, 2025 02:55:39 PM	0:04:27		Internal
596115450006			CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Mar, 2025 04:30:55 PM	11 Mar, 2025 11:52:23 AM	04 Mar, 2025 02:55:39 PM	0:04:27		Internal
596116430342			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Mar, 2025 11:45:51 AM	11 Mar, 2025 11:54:53 AM	10 Mar, 2025 08:27:40 PM	0:02:07		Internal
596116430342			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Mar, 2025 11:45:51 AM	11 Mar, 2025 11:54:53 AM	10 Mar, 2025 08:27:40 PM	0:02:07		Internal
596116430342			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Mar, 2025 11:45:51 AM	11 Mar, 2025 11:54:53 AM	10 Mar, 2025 08:27:40 PM	0:02:07		Internal
596116430342			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Mar, 2025 11:45:51 AM	11 Mar, 2025 11:54:53 AM	10 Mar, 2025 08:27:40 PM	0:02:07		Internal
596116430342			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Mar, 2025 11:45:51 AM	11 Mar, 2025 11:54:53 AM	10 Mar, 2025 08:27:40 PM	0:02:07		Internal
596116430342			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Mar, 2025 11:45:51 AM	11 Mar, 2025 11:54:53 AM	10 Mar, 2025 08:27:40 PM	0:02:07		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596116430342	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	11 Mar, 2025 11:45:51 AM	11 Mar, 2025 11:54:53 AM	10 Mar, 2025 08:27:40 PM	0:02:07		Internal
596116430342			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Mar, 2025 11:45:51 AM	11 Mar, 2025 11:54:53 AM	10 Mar, 2025 08:27:40 PM	0:02:07		Internal
596116430342			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Mar, 2025 11:45:51 AM	11 Mar, 2025 11:54:53 AM	10 Mar, 2025 08:27:40 PM	0:02:07		Internal
596116430342			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Mar, 2025 11:45:51 AM	11 Mar, 2025 11:54:53 AM	10 Mar, 2025 08:27:40 PM	0:02:07		Internal
596116430342			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Mar, 2025 11:45:51 AM	11 Mar, 2025 11:54:53 AM	10 Mar, 2025 08:27:40 PM	0:02:07		Internal
596116430342			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Mar, 2025 11:45:51 AM	11 Mar, 2025 11:54:53 AM	10 Mar, 2025 08:27:40 PM	0:02:07		Internal
596116430342			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Mar, 2025 11:45:51 AM	11 Mar, 2025 11:54:53 AM	10 Mar, 2025 08:27:40 PM	0:02:07		Internal
596116430342			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Mar, 2025 11:45:51 AM	11 Mar, 2025 11:54:53 AM	10 Mar, 2025 08:27:40 PM	0:02:07		Internal
596116430342			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Mar, 2025 11:45:51 AM	11 Mar, 2025 11:54:53 AM	10 Mar, 2025 08:27:40 PM	0:02:07		Internal
596116430342			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Mar, 2025 11:45:51 AM	11 Mar, 2025 11:54:53 AM	10 Mar, 2025 08:27:40 PM	0:02:07		Internal
596116430342			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Mar, 2025 11:45:51 AM	11 Mar, 2025 11:54:53 AM	10 Mar, 2025 08:27:40 PM	0:02:07		Internal
596116430342			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Mar, 2025 11:45:51 AM	11 Mar, 2025 11:54:53 AM	10 Mar, 2025 08:27:40 PM	0:02:07		Internal
596116430342			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Mar, 2025 11:45:51 AM	11 Mar, 2025 11:54:53 AM	10 Mar, 2025 08:27:40 PM	0:02:07		Internal
596116430342			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Mar, 2025 11:45:51 AM	11 Mar, 2025 11:54:53 AM	10 Mar, 2025 08:27:40 PM	0:02:07		Internal
596116430342			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Mar, 2025 11:45:51 AM	11 Mar, 2025 11:54:53 AM	10 Mar, 2025 08:27:40 PM	0:02:07		Internal
596116430342			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Mar, 2025 11:45:51 AM	11 Mar, 2025 11:54:53 AM	10 Mar, 2025 08:27:40 PM	0:02:07		Internal
596116430342			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		11 Mar, 2025 11:45:51 AM	11 Mar, 2025 11:54:53 AM	10 Mar, 2025 08:27:40 PM	0:02:07		Internal
596116430342			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Mar, 2025 11:45:51 AM	11 Mar, 2025 11:54:53 AM	10 Mar, 2025 08:27:40 PM	0:02:07		Internal
596116430342			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Mar, 2025 11:45:51 AM	11 Mar, 2025 11:54:53 AM	10 Mar, 2025 08:27:40 PM	0:02:07		Internal
596116430342			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Mar, 2025 11:45:51 AM	11 Mar, 2025 11:54:53 AM	10 Mar, 2025 08:27:40 PM	0:02:07		Internal
596116447111			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Mar, 2025 12:17:56 PM	11 Mar, 2025 12:33:55 PM	10 Mar, 2025 09:28:11 PM	0:05:13		Internal
596116447111			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Mar, 2025 12:17:56 PM	11 Mar, 2025 12:33:55 PM	10 Mar, 2025 09:28:11 PM	0:05:13		Internal
596116447111			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Mar, 2025 12:17:56 PM	11 Mar, 2025 12:33:55 PM	10 Mar, 2025 09:28:11 PM	0:05:13		Internal
596116447111			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Mar, 2025 12:17:56 PM	11 Mar, 2025 12:33:55 PM	10 Mar, 2025 09:28:11 PM	0:05:13		Internal
596116447111			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Mar, 2025 12:17:56 PM	11 Mar, 2025 12:33:55 PM	10 Mar, 2025 09:28:11 PM	0:05:13		Internal
596116447111			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Mar, 2025 12:17:56 PM	11 Mar, 2025 12:33:55 PM	10 Mar, 2025 09:28:11 PM	0:05:13		Internal
596116447111			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Mar, 2025 12:17:56 PM	11 Mar, 2025 12:33:55 PM	10 Mar, 2025 09:28:11 PM	0:05:13		Internal
596116447111			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Mar, 2025 12:17:56 PM	11 Mar, 2025 12:33:55 PM	10 Mar, 2025 09:28:11 PM	0:05:13		Internal
596116447111			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Mar, 2025 12:17:56 PM	11 Mar, 2025 12:33:55 PM	10 Mar, 2025 09:28:11 PM	0:05:13		Internal
596116447111			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Mar, 2025 12:17:56 PM	11 Mar, 2025 12:33:55 PM	10 Mar, 2025 09:28:11 PM	0:05:13		Internal
596116447111			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Mar, 2025 12:17:56 PM	11 Mar, 2025 12:33:55 PM	10 Mar, 2025 09:28:11 PM	0:05:13		Internal
596116447111			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Mar, 2025 12:17:56 PM	11 Mar, 2025 12:33:55 PM	10 Mar, 2025 09:28:11 PM	0:05:13		Internal
596116447111			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Mar, 2025 12:17:56 PM	11 Mar, 2025 12:33:55 PM	10 Mar, 2025 09:28:11 PM	0:05:13		Internal
596116447111			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Mar, 2025 12:17:56 PM	11 Mar, 2025 12:33:55 PM	10 Mar, 2025 09:28:11 PM	0:05:13		Internal
596116447111			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Mar, 2025 12:17:56 PM	11 Mar, 2025 12:33:55 PM	10 Mar, 2025 09:28:11 PM	0:05:13		Internal
596116447111			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Mar, 2025 12:17:56 PM	11 Mar, 2025 12:33:55 PM	10 Mar, 2025 09:28:11 PM	0:05:13		Internal
596116447111			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Mar, 2025 12:17:56 PM	11 Mar, 2025 12:33:55 PM	10 Mar, 2025 09:28:11 PM	0:05:13		Internal
596116447111			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Mar, 2025 12:17:56 PM	11 Mar, 2025 12:33:55 PM	10 Mar, 2025 09:28:11 PM	0:05:13		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596116447111	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	11 Mar, 2025 12:17:56 PM	11 Mar, 2025 12:33:55 PM	10 Mar, 2025 09:28:11 PM	0:05:13		Internal
596116447111			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Mar, 2025 12:17:56 PM	11 Mar, 2025 12:33:55 PM	10 Mar, 2025 09:28:11 PM	0:05:13		Internal
596116447111			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Mar, 2025 12:17:56 PM	11 Mar, 2025 12:33:55 PM	10 Mar, 2025 09:28:11 PM	0:05:13		Internal
596116447111			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Mar, 2025 12:17:56 PM	11 Mar, 2025 12:33:55 PM	10 Mar, 2025 09:28:11 PM	0:05:13		Internal
596116447111			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		11 Mar, 2025 12:17:56 PM	11 Mar, 2025 12:33:55 PM	10 Mar, 2025 09:28:11 PM	0:05:13		Internal
596116447111			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Mar, 2025 12:17:56 PM	11 Mar, 2025 12:33:55 PM	10 Mar, 2025 09:28:11 PM	0:05:13		Internal
596116447111			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Mar, 2025 12:17:56 PM	11 Mar, 2025 12:33:55 PM	10 Mar, 2025 09:28:11 PM	0:05:13		Internal
596116447111			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textare		11 Mar, 2025 12:17:56 PM	11 Mar, 2025 12:33:55 PM	10 Mar, 2025 09:28:11 PM	0:05:13		Internal
596116218545			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Mar, 2025 12:16:09 PM	11 Mar, 2025 12:34:22 PM	08 Mar, 2025 04:26:57 PM	0:02:59		Internal
596116218545			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Mar, 2025 12:16:09 PM	11 Mar, 2025 12:34:22 PM	08 Mar, 2025 04:26:57 PM	0:02:59		Internal
596116218545			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Mar, 2025 12:16:09 PM	11 Mar, 2025 12:34:22 PM	08 Mar, 2025 04:26:57 PM	0:02:59		Internal
596116218545			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Mar, 2025 12:16:09 PM	11 Mar, 2025 12:34:22 PM	08 Mar, 2025 04:26:57 PM	0:02:59		Internal
596116218545			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Mar, 2025 12:16:09 PM	11 Mar, 2025 12:34:22 PM	08 Mar, 2025 04:26:57 PM	0:02:59		Internal
596116218545			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Mar, 2025 12:16:09 PM	11 Mar, 2025 12:34:22 PM	08 Mar, 2025 04:26:57 PM	0:02:59		Internal
596116218545			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Mar, 2025 12:16:09 PM	11 Mar, 2025 12:34:22 PM	08 Mar, 2025 04:26:57 PM	0:02:59		Internal
596116218545			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Mar, 2025 12:16:09 PM	11 Mar, 2025 12:34:22 PM	08 Mar, 2025 04:26:57 PM	0:02:59		Internal
596116218545			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Mar, 2025 12:16:09 PM	11 Mar, 2025 12:34:22 PM	08 Mar, 2025 04:26:57 PM	0:02:59		Internal
596116218545			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Mar, 2025 12:16:09 PM	11 Mar, 2025 12:34:22 PM	08 Mar, 2025 04:26:57 PM	0:02:59		Internal
596116218545			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Mar, 2025 12:16:09 PM	11 Mar, 2025 12:34:22 PM	08 Mar, 2025 04:26:57 PM	0:02:59		Internal
596116218545			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Mar, 2025 12:16:09 PM	11 Mar, 2025 12:34:22 PM	08 Mar, 2025 04:26:57 PM	0:02:59		Internal
596116218545			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Mar, 2025 12:16:09 PM	11 Mar, 2025 12:34:22 PM	08 Mar, 2025 04:26:57 PM	0:02:59		Internal
596116218545			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Mar, 2025 12:16:09 PM	11 Mar, 2025 12:34:22 PM	08 Mar, 2025 04:26:57 PM	0:02:59		Internal
596116218545			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Mar, 2025 12:16:09 PM	11 Mar, 2025 12:34:22 PM	08 Mar, 2025 04:26:57 PM	0:02:59		Internal
596116218545			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Mar, 2025 12:16:09 PM	11 Mar, 2025 12:34:22 PM	08 Mar, 2025 04:26:57 PM	0:02:59		Internal
596116218545			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Mar, 2025 12:16:09 PM	11 Mar, 2025 12:34:22 PM	08 Mar, 2025 04:26:57 PM	0:02:59		Internal
596116218545			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Mar, 2025 12:16:09 PM	11 Mar, 2025 12:34:22 PM	08 Mar, 2025 04:26:57 PM	0:02:59		Internal
596116218545			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Mar, 2025 12:16:09 PM	11 Mar, 2025 12:34:22 PM	08 Mar, 2025 04:26:57 PM	0:02:59		Internal
596116218545			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Mar, 2025 12:16:09 PM	11 Mar, 2025 12:34:22 PM	08 Mar, 2025 04:26:57 PM	0:02:59		Internal
596116218545			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Mar, 2025 12:16:09 PM	11 Mar, 2025 12:34:22 PM	08 Mar, 2025 04:26:57 PM	0:02:59		Internal
596116218545			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Mar, 2025 12:16:09 PM	11 Mar, 2025 12:34:22 PM	08 Mar, 2025 04:26:57 PM	0:02:59		Internal
596116218545			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		11 Mar, 2025 12:16:09 PM	11 Mar, 2025 12:34:22 PM	08 Mar, 2025 04:26:57 PM	0:02:59		Internal
596116218545			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Mar, 2025 12:16:09 PM	11 Mar, 2025 12:34:22 PM	08 Mar, 2025 04:26:57 PM	0:02:59		Internal
596116218545			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Mar, 2025 12:16:09 PM	11 Mar, 2025 12:34:22 PM	08 Mar, 2025 04:26:57 PM	0:02:59		Internal
596116218545			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Mar, 2025 12:16:09 PM	11 Mar, 2025 12:34:22 PM	08 Mar, 2025 04:26:57 PM	0:02:59		Internal
596115587528			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Mar, 2025 03:00:20 PM	11 Mar, 2025 01:19:26 PM	04 Mar, 2025 10:48:50 PM	0:07:33		Internal
596115587528			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Mar, 2025 03:00:20 PM	11 Mar, 2025 01:19:26 PM	04 Mar, 2025 10:48:50 PM	0:07:33		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596115587528	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	[redacted]	05 Mar, 2025 03:00:20 PM	11 Mar, 2025 01:19:26 PM	04 Mar, 2025 10:48:50 PM	0:07:33		Internal
596115587528			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Mar, 2025 03:00:20 PM	11 Mar, 2025 01:19:26 PM	04 Mar, 2025 10:48:50 PM	0:07:33		Internal
596115587528			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Mar, 2025 03:00:20 PM	11 Mar, 2025 01:19:26 PM	04 Mar, 2025 10:48:50 PM	0:07:33		Internal
596115587528			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 Mar, 2025 03:00:20 PM	11 Mar, 2025 01:19:26 PM	04 Mar, 2025 10:48:50 PM	0:07:33		Internal
596115587528			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 Mar, 2025 03:00:20 PM	11 Mar, 2025 01:19:26 PM	04 Mar, 2025 10:48:50 PM	0:07:33		Internal
596115587528			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Mar, 2025 03:00:20 PM	11 Mar, 2025 01:19:26 PM	04 Mar, 2025 10:48:50 PM	0:07:33		Internal
596115587528			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Mar, 2025 03:00:20 PM	11 Mar, 2025 01:19:26 PM	04 Mar, 2025 10:48:50 PM	0:07:33		Internal
596115587528			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 Mar, 2025 03:00:20 PM	11 Mar, 2025 01:19:26 PM	04 Mar, 2025 10:48:50 PM	0:07:33		Internal
596115587528			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 Mar, 2025 03:00:20 PM	11 Mar, 2025 01:19:26 PM	04 Mar, 2025 10:48:50 PM	0:07:33		Internal
596115587528			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Mar, 2025 03:00:20 PM	11 Mar, 2025 01:19:26 PM	04 Mar, 2025 10:48:50 PM	0:07:33		Internal
596115587528			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Mar, 2025 03:00:20 PM	11 Mar, 2025 01:19:26 PM	04 Mar, 2025 10:48:50 PM	0:07:33		Internal
596115587528			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 Mar, 2025 03:00:20 PM	11 Mar, 2025 01:19:26 PM	04 Mar, 2025 10:48:50 PM	0:07:33		Internal
596115587528			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 Mar, 2025 03:00:20 PM	11 Mar, 2025 01:19:26 PM	04 Mar, 2025 10:48:50 PM	0:07:33		Internal
596115587528			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Mar, 2025 03:00:20 PM	11 Mar, 2025 01:19:26 PM	04 Mar, 2025 10:48:50 PM	0:07:33		Internal
596115587528			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Mar, 2025 03:00:20 PM	11 Mar, 2025 01:19:26 PM	04 Mar, 2025 10:48:50 PM	0:07:33		Internal
596115587528			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 Mar, 2025 03:00:20 PM	11 Mar, 2025 01:19:26 PM	04 Mar, 2025 10:48:50 PM	0:07:33		Internal
596115587528			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Mar, 2025 03:00:20 PM	11 Mar, 2025 01:19:26 PM	04 Mar, 2025 10:48:50 PM	0:07:33		Internal
596115587528			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Mar, 2025 03:00:20 PM	11 Mar, 2025 01:19:26 PM	04 Mar, 2025 10:48:50 PM	0:07:33		Internal
596115587528			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Mar, 2025 03:00:20 PM	11 Mar, 2025 01:19:26 PM	04 Mar, 2025 10:48:50 PM	0:07:33		Internal
596115587528			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Mar, 2025 03:00:20 PM	11 Mar, 2025 01:19:26 PM	04 Mar, 2025 10:48:50 PM	0:07:33		Internal
596115587528			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		05 Mar, 2025 03:00:20 PM	11 Mar, 2025 01:19:26 PM	04 Mar, 2025 10:48:50 PM	0:07:33		Internal
596115587528			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Mar, 2025 03:00:20 PM	11 Mar, 2025 01:19:26 PM	04 Mar, 2025 10:48:50 PM	0:07:33		Internal
596115587528			CTE_Res_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Mar, 2025 03:00:20 PM	11 Mar, 2025 01:19:26 PM	04 Mar, 2025 10:48:50 PM	0:07:33		Internal
596115587528			CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Mar, 2025 03:00:20 PM	11 Mar, 2025 01:19:26 PM	04 Mar, 2025 10:48:50 PM	0:07:33		Internal
596116382944			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Mar, 2025 01:54:44 PM	11 Mar, 2025 02:07:49 PM	10 Mar, 2025 06:01:14 PM	0:05:07		Internal
596116382944			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Mar, 2025 01:54:44 PM	11 Mar, 2025 02:07:49 PM	10 Mar, 2025 06:01:14 PM	0:05:07		Internal
596116382944			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Mar, 2025 01:54:44 PM	11 Mar, 2025 02:07:49 PM	10 Mar, 2025 06:01:14 PM	0:05:07		Internal
596116382944			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Mar, 2025 01:54:44 PM	11 Mar, 2025 02:07:49 PM	10 Mar, 2025 06:01:14 PM	0:05:07		Internal
596116382944			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Mar, 2025 01:54:44 PM	11 Mar, 2025 02:07:49 PM	10 Mar, 2025 06:01:14 PM	0:05:07		Internal
596116382944			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Mar, 2025 01:54:44 PM	11 Mar, 2025 02:07:49 PM	10 Mar, 2025 06:01:14 PM	0:05:07		Internal
596116382944			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Mar, 2025 01:54:44 PM	11 Mar, 2025 02:07:49 PM	10 Mar, 2025 06:01:14 PM	0:05:07		Internal
596116382944			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Mar, 2025 01:54:44 PM	11 Mar, 2025 02:07:49 PM	10 Mar, 2025 06:01:14 PM	0:05:07		Internal
596116382944			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Mar, 2025 01:54:44 PM	11 Mar, 2025 02:07:49 PM	10 Mar, 2025 06:01:14 PM	0:05:07		Internal
596116382944			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Mar, 2025 01:54:44 PM	11 Mar, 2025 02:07:49 PM	10 Mar, 2025 06:01:14 PM	0:05:07		Internal
596116382944			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Mar, 2025 01:54:44 PM	11 Mar, 2025 02:07:49 PM	10 Mar, 2025 06:01:14 PM	0:05:07		Internal
596116382944			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Mar, 2025 01:54:44 PM	11 Mar, 2025 02:07:49 PM	10 Mar, 2025 06:01:14 PM	0:05:07		Internal
596116382944			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Mar, 2025 01:54:44 PM	11 Mar, 2025 02:07:49 PM	10 Mar, 2025 06:01:14 PM	0:05:07		Internal
596116382944			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Mar, 2025 01:54:44 PM	11 Mar, 2025 02:07:49 PM	10 Mar, 2025 06:01:14 PM	0:05:07		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596116382944	[redacted]		CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	11 Mar, 2025 01:54:44 PM	11 Mar, 2025 02:07:49 PM	10 Mar, 2025 06:01:14 PM	0:05:07		Internal
596116382944			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Mar, 2025 01:54:44 PM	11 Mar, 2025 02:07:49 PM	10 Mar, 2025 06:01:14 PM	0:05:07		Internal
596116382944			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Mar, 2025 01:54:44 PM	11 Mar, 2025 02:07:49 PM	10 Mar, 2025 06:01:14 PM	0:05:07		Internal
596116382944			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Mar, 2025 01:54:44 PM	11 Mar, 2025 02:07:49 PM	10 Mar, 2025 06:01:14 PM	0:05:07		Internal
596116382944			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Mar, 2025 01:54:44 PM	11 Mar, 2025 02:07:49 PM	10 Mar, 2025 06:01:14 PM	0:05:07		Internal
596116382944			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Mar, 2025 01:54:44 PM	11 Mar, 2025 02:07:49 PM	10 Mar, 2025 06:01:14 PM	0:05:07		Internal
596116382944			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Mar, 2025 01:54:44 PM	11 Mar, 2025 02:07:49 PM	10 Mar, 2025 06:01:14 PM	0:05:07		Internal
596116382944			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Mar, 2025 01:54:44 PM	11 Mar, 2025 02:07:49 PM	10 Mar, 2025 06:01:14 PM	0:05:07		Internal
596116382944			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		11 Mar, 2025 01:54:44 PM	11 Mar, 2025 02:07:49 PM	10 Mar, 2025 06:01:14 PM	0:05:07		Internal
596116382944			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Mar, 2025 01:54:44 PM	11 Mar, 2025 02:07:49 PM	10 Mar, 2025 06:01:14 PM	0:05:07		Internal
596116382944			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Mar, 2025 01:54:44 PM	11 Mar, 2025 02:07:49 PM	10 Mar, 2025 06:01:14 PM	0:05:07		Internal
596116382944			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Mar, 2025 01:54:44 PM	11 Mar, 2025 02:07:49 PM	10 Mar, 2025 06:01:14 PM	0:05:07		Internal
596116483246			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Mar, 2025 01:36:41 PM	11 Mar, 2025 02:16:46 PM	11 Mar, 2025 12:45:37 PM	0:02:52		Internal
596116483246			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Mar, 2025 01:36:41 PM	11 Mar, 2025 02:16:46 PM	11 Mar, 2025 12:45:37 PM	0:02:52		Internal
596116483246			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Mar, 2025 01:36:41 PM	11 Mar, 2025 02:16:46 PM	11 Mar, 2025 12:45:37 PM	0:02:52		Internal
596116483246			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Mar, 2025 01:36:41 PM	11 Mar, 2025 02:16:46 PM	11 Mar, 2025 12:45:37 PM	0:02:52		Internal
596116483246			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Mar, 2025 01:36:41 PM	11 Mar, 2025 02:16:46 PM	11 Mar, 2025 12:45:37 PM	0:02:52		Internal
596116483246			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Mar, 2025 01:36:41 PM	11 Mar, 2025 02:16:46 PM	11 Mar, 2025 12:45:37 PM	0:02:52		Internal
596116483246			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Mar, 2025 01:36:41 PM	11 Mar, 2025 02:16:46 PM	11 Mar, 2025 12:45:37 PM	0:02:52		Internal
596116483246			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Mar, 2025 01:36:41 PM	11 Mar, 2025 02:16:46 PM	11 Mar, 2025 12:45:37 PM	0:02:52		Internal
596116483246			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Mar, 2025 01:36:41 PM	11 Mar, 2025 02:16:46 PM	11 Mar, 2025 12:45:37 PM	0:02:52		Internal
596116483246			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Mar, 2025 01:36:41 PM	11 Mar, 2025 02:16:46 PM	11 Mar, 2025 12:45:37 PM	0:02:52		Internal
596116483246			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Mar, 2025 01:36:41 PM	11 Mar, 2025 02:16:46 PM	11 Mar, 2025 12:45:37 PM	0:02:52		Internal
596116483246			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Mar, 2025 01:36:41 PM	11 Mar, 2025 02:16:46 PM	11 Mar, 2025 12:45:37 PM	0:02:52		Internal
596116483246			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Mar, 2025 01:36:41 PM	11 Mar, 2025 02:16:46 PM	11 Mar, 2025 12:45:37 PM	0:02:52		Internal
596116483246			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Mar, 2025 01:36:41 PM	11 Mar, 2025 02:16:46 PM	11 Mar, 2025 12:45:37 PM	0:02:52		Internal
596116483246			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Mar, 2025 01:36:41 PM	11 Mar, 2025 02:16:46 PM	11 Mar, 2025 12:45:37 PM	0:02:52		Internal
596116483246			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Mar, 2025 01:36:41 PM	11 Mar, 2025 02:16:46 PM	11 Mar, 2025 12:45:37 PM	0:02:52		Internal
596116483246			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Mar, 2025 01:36:41 PM	11 Mar, 2025 02:16:46 PM	11 Mar, 2025 12:45:37 PM	0:02:52		Internal
596116483246			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Mar, 2025 01:36:41 PM	11 Mar, 2025 02:16:46 PM	11 Mar, 2025 12:45:37 PM	0:02:52		Internal
596116483246			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Mar, 2025 01:36:41 PM	11 Mar, 2025 02:16:46 PM	11 Mar, 2025 12:45:37 PM	0:02:52		Internal
596116483246			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Mar, 2025 01:36:41 PM	11 Mar, 2025 02:16:46 PM	11 Mar, 2025 12:45:37 PM	0:02:52		Internal
596116483246			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Mar, 2025 01:36:41 PM	11 Mar, 2025 02:16:46 PM	11 Mar, 2025 12:45:37 PM	0:02:52		Internal
596116483246			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Mar, 2025 01:36:41 PM	11 Mar, 2025 02:16:46 PM	11 Mar, 2025 12:45:37 PM	0:02:52		Internal
596116483246			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		11 Mar, 2025 01:36:41 PM	11 Mar, 2025 02:16:46 PM	11 Mar, 2025 12:45:37 PM	0:02:52		Internal
596116483246			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Mar, 2025 01:36:41 PM	11 Mar, 2025 02:16:46 PM	11 Mar, 2025 12:45:37 PM	0:02:52		Internal
596116483246			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Mar, 2025 01:36:41 PM	11 Mar, 2025 02:16:46 PM	11 Mar, 2025 12:45:37 PM	0:02:52		Internal
596116483246			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Mar, 2025 01:36:41 PM	11 Mar, 2025 02:16:46 PM	11 Mar, 2025 12:45:37 PM	0:02:52		Internal
596116309413			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Mar, 2025 11:01:00 AM	11 Mar, 2025 02:39:40 PM	10 Mar, 2025 02:25:29 PM	0:07:02		Internal
596116309413			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Mar, 2025 11:01:00 AM	11 Mar, 2025 02:39:40 PM	10 Mar, 2025 02:25:29 PM	0:07:02		Internal
596116309413			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Mar, 2025 11:01:00 AM	11 Mar, 2025 02:39:40 PM	10 Mar, 2025 02:25:29 PM	0:07:02		Internal
596116309413			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Mar, 2025 11:01:00 AM	11 Mar, 2025 02:39:40 PM	10 Mar, 2025 02:25:29 PM	0:07:02		Internal
596116309413			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Mar, 2025 11:01:00 AM	11 Mar, 2025 02:39:40 PM	10 Mar, 2025 02:25:29 PM	0:07:02		Internal
596116309413			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Mar, 2025 11:01:00 AM	11 Mar, 2025 02:39:40 PM	10 Mar, 2025 02:25:29 PM	0:07:02		Internal
596116309413			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Mar, 2025 11:01:00 AM	11 Mar, 2025 02:39:40 PM	10 Mar, 2025 02:25:29 PM	0:07:02		Internal
596116309413			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Mar, 2025 11:01:00 AM	11 Mar, 2025 02:39:40 PM	10 Mar, 2025 02:25:29 PM	0:07:02		Internal
596116309413			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Mar, 2025 11:01:00 AM	11 Mar, 2025 02:39:40 PM	10 Mar, 2025 02:25:29 PM	0:07:02		Internal
596116309413			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Mar, 2025 11:01:00 AM	11 Mar, 2025 02:39:40 PM	10 Mar, 2025 02:25:29 PM	0:07:02		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596116309413	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	11 Mar, 2025 11:01:00 AM	11 Mar, 2025 02:39:40 PM	10 Mar, 2025 02:25:29 PM	0:07:02		Internal
596116309413			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Mar, 2025 11:01:00 AM	11 Mar, 2025 02:39:40 PM	10 Mar, 2025 02:25:29 PM	0:07:02		Internal
596116309413			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Mar, 2025 11:01:00 AM	11 Mar, 2025 02:39:40 PM	10 Mar, 2025 02:25:29 PM	0:07:02		Internal
596116309413			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Mar, 2025 11:01:00 AM	11 Mar, 2025 02:39:40 PM	10 Mar, 2025 02:25:29 PM	0:07:02		Internal
596116309413			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Mar, 2025 11:01:00 AM	11 Mar, 2025 02:39:40 PM	10 Mar, 2025 02:25:29 PM	0:07:02		Internal
596116309413			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Mar, 2025 11:01:00 AM	11 Mar, 2025 02:39:40 PM	10 Mar, 2025 02:25:29 PM	0:07:02		Internal
596116309413			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Mar, 2025 11:01:00 AM	11 Mar, 2025 02:39:40 PM	10 Mar, 2025 02:25:29 PM	0:07:02		Internal
596116309413			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Mar, 2025 11:01:00 AM	11 Mar, 2025 02:39:40 PM	10 Mar, 2025 02:25:29 PM	0:07:02		Internal
596116309413			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Mar, 2025 11:01:00 AM	11 Mar, 2025 02:39:40 PM	10 Mar, 2025 02:25:29 PM	0:07:02		Internal
596116309413			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Mar, 2025 11:01:00 AM	11 Mar, 2025 02:39:40 PM	10 Mar, 2025 02:25:29 PM	0:07:02		Internal
596116309413			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Mar, 2025 11:01:00 AM	11 Mar, 2025 02:39:40 PM	10 Mar, 2025 02:25:29 PM	0:07:02		Internal
596116309413			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Mar, 2025 11:01:00 AM	11 Mar, 2025 02:39:40 PM	10 Mar, 2025 02:25:29 PM	0:07:02		Internal
596116309413			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		11 Mar, 2025 11:01:00 AM	11 Mar, 2025 02:39:40 PM	10 Mar, 2025 02:25:29 PM	0:07:02		Internal
596116309413			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Mar, 2025 11:01:00 AM	11 Mar, 2025 02:39:40 PM	10 Mar, 2025 02:25:29 PM	0:07:02		Internal
596116309413			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Mar, 2025 11:01:00 AM	11 Mar, 2025 02:39:40 PM	10 Mar, 2025 02:25:29 PM	0:07:02		Internal
596116309413			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Mar, 2025 11:01:00 AM	11 Mar, 2025 02:39:40 PM	10 Mar, 2025 02:25:29 PM	0:07:02		Internal
596116370123			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Mar, 2025 02:15:57 PM	11 Mar, 2025 02:39:54 PM	10 Mar, 2025 05:25:15 PM	0:05:34		Internal
596116370123			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Mar, 2025 02:15:57 PM	11 Mar, 2025 02:39:54 PM	10 Mar, 2025 05:25:15 PM	0:05:34		Internal
596116370123			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Mar, 2025 02:15:57 PM	11 Mar, 2025 02:39:54 PM	10 Mar, 2025 05:25:15 PM	0:05:34		Internal
596116370123			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Mar, 2025 02:15:57 PM	11 Mar, 2025 02:39:54 PM	10 Mar, 2025 05:25:15 PM	0:05:34		Internal
596116370123			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Mar, 2025 02:15:57 PM	11 Mar, 2025 02:39:54 PM	10 Mar, 2025 05:25:15 PM	0:05:34		Internal
596116370123			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Mar, 2025 02:15:57 PM	11 Mar, 2025 02:39:54 PM	10 Mar, 2025 05:25:15 PM	0:05:34		Internal
596116370123			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Mar, 2025 02:15:57 PM	11 Mar, 2025 02:39:54 PM	10 Mar, 2025 05:25:15 PM	0:05:34		Internal
596116370123			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Mar, 2025 02:15:57 PM	11 Mar, 2025 02:39:54 PM	10 Mar, 2025 05:25:15 PM	0:05:34		Internal
596116370123			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Mar, 2025 02:15:57 PM	11 Mar, 2025 02:39:54 PM	10 Mar, 2025 05:25:15 PM	0:05:34		Internal
596116370123			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Mar, 2025 02:15:57 PM	11 Mar, 2025 02:39:54 PM	10 Mar, 2025 05:25:15 PM	0:05:34		Internal
596116370123			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Mar, 2025 02:15:57 PM	11 Mar, 2025 02:39:54 PM	10 Mar, 2025 05:25:15 PM	0:05:34		Internal
596116370123			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Mar, 2025 02:15:57 PM	11 Mar, 2025 02:39:54 PM	10 Mar, 2025 05:25:15 PM	0:05:34		Internal
596116370123			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Mar, 2025 02:15:57 PM	11 Mar, 2025 02:39:54 PM	10 Mar, 2025 05:25:15 PM	0:05:34		Internal
596116370123			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Mar, 2025 02:15:57 PM	11 Mar, 2025 02:39:54 PM	10 Mar, 2025 05:25:15 PM	0:05:34		Internal
596116370123			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Mar, 2025 02:15:57 PM	11 Mar, 2025 02:39:54 PM	10 Mar, 2025 05:25:15 PM	0:05:34		Internal
596116370123			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Mar, 2025 02:15:57 PM	11 Mar, 2025 02:39:54 PM	10 Mar, 2025 05:25:15 PM	0:05:34		Internal
596116370123			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Mar, 2025 02:15:57 PM	11 Mar, 2025 02:39:54 PM	10 Mar, 2025 05:25:15 PM	0:05:34		Internal
596116370123			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Mar, 2025 02:15:57 PM	11 Mar, 2025 02:39:54 PM	10 Mar, 2025 05:25:15 PM	0:05:34		Internal
596116370123			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Mar, 2025 02:15:57 PM	11 Mar, 2025 02:39:54 PM	10 Mar, 2025 05:25:15 PM	0:05:34		Internal
596116370123			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Mar, 2025 02:15:57 PM	11 Mar, 2025 02:39:54 PM	10 Mar, 2025 05:25:15 PM	0:05:34		Internal
596116370123			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Mar, 2025 02:15:57 PM	11 Mar, 2025 02:39:54 PM	10 Mar, 2025 05:25:15 PM	0:05:34		Internal
596116370123			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Mar, 2025 02:15:57 PM	11 Mar, 2025 02:39:54 PM	10 Mar, 2025 05:25:15 PM	0:05:34		Internal
596116370123			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		11 Mar, 2025 02:15:57 PM	11 Mar, 2025 02:39:54 PM	10 Mar, 2025 05:25:15 PM	0:05:34		Internal
596116370123			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Mar, 2025 02:15:57 PM	11 Mar, 2025 02:39:54 PM	10 Mar, 2025 05:25:15 PM	0:05:34		Internal
596116370123			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Mar, 2025 02:15:57 PM	11 Mar, 2025 02:39:54 PM	10 Mar, 2025 05:25:15 PM	0:05:34		Internal
596116370123			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Mar, 2025 02:15:57 PM	11 Mar, 2025 02:39:54 PM	10 Mar, 2025 05:25:15 PM	0:05:34		Internal
596116458230			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Mar, 2025 02:43:45 PM	11 Mar, 2025 02:51:25 PM	10 Mar, 2025 10:10:12 PM	0:02:04		Internal
596116458230			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Mar, 2025 02:43:45 PM	11 Mar, 2025 02:51:25 PM	10 Mar, 2025 10:10:12 PM	0:02:04		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596116458230	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	[redacted]	11 Mar, 2025 02:43:45 PM	11 Mar, 2025 02:51:25 PM	10 Mar, 2025 10:10:12 PM	0:02:04		Internal
596116458230			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Mar, 2025 02:43:45 PM	11 Mar, 2025 02:51:25 PM	10 Mar, 2025 10:10:12 PM	0:02:04		Internal
596116458230			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Mar, 2025 02:43:45 PM	11 Mar, 2025 02:51:25 PM	10 Mar, 2025 10:10:12 PM	0:02:04		Internal
596116458230			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Mar, 2025 02:43:45 PM	11 Mar, 2025 02:51:25 PM	10 Mar, 2025 10:10:12 PM	0:02:04		Internal
596116458230			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Mar, 2025 02:43:45 PM	11 Mar, 2025 02:51:25 PM	10 Mar, 2025 10:10:12 PM	0:02:04		Internal
596116458230			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Mar, 2025 02:43:45 PM	11 Mar, 2025 02:51:25 PM	10 Mar, 2025 10:10:12 PM	0:02:04		Internal
596116458230			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Mar, 2025 02:43:45 PM	11 Mar, 2025 02:51:25 PM	10 Mar, 2025 10:10:12 PM	0:02:04		Internal
596116458230			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Mar, 2025 02:43:45 PM	11 Mar, 2025 02:51:25 PM	10 Mar, 2025 10:10:12 PM	0:02:04		Internal
596116458230			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Mar, 2025 02:43:45 PM	11 Mar, 2025 02:51:25 PM	10 Mar, 2025 10:10:12 PM	0:02:04		Internal
596116458230			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Mar, 2025 02:43:45 PM	11 Mar, 2025 02:51:25 PM	10 Mar, 2025 10:10:12 PM	0:02:04		Internal
596116458230			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Mar, 2025 02:43:45 PM	11 Mar, 2025 02:51:25 PM	10 Mar, 2025 10:10:12 PM	0:02:04		Internal
596116458230			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Mar, 2025 02:43:45 PM	11 Mar, 2025 02:51:25 PM	10 Mar, 2025 10:10:12 PM	0:02:04		Internal
596116458230			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Mar, 2025 02:43:45 PM	11 Mar, 2025 02:51:25 PM	10 Mar, 2025 10:10:12 PM	0:02:04		Internal
596116458230			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Mar, 2025 02:43:45 PM	11 Mar, 2025 02:51:25 PM	10 Mar, 2025 10:10:12 PM	0:02:04		Internal
596116458230			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Mar, 2025 02:43:45 PM	11 Mar, 2025 02:51:25 PM	10 Mar, 2025 10:10:12 PM	0:02:04		Internal
596116458230			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Mar, 2025 02:43:45 PM	11 Mar, 2025 02:51:25 PM	10 Mar, 2025 10:10:12 PM	0:02:04		Internal
596116458230			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Mar, 2025 02:43:45 PM	11 Mar, 2025 02:51:25 PM	10 Mar, 2025 10:10:12 PM	0:02:04		Internal
596116458230			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Mar, 2025 02:43:45 PM	11 Mar, 2025 02:51:25 PM	10 Mar, 2025 10:10:12 PM	0:02:04		Internal
596116458230			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Mar, 2025 02:43:45 PM	11 Mar, 2025 02:51:25 PM	10 Mar, 2025 10:10:12 PM	0:02:04		Internal
596116458230			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Mar, 2025 02:43:45 PM	11 Mar, 2025 02:51:25 PM	10 Mar, 2025 10:10:12 PM	0:02:04		Internal
596116458230			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		11 Mar, 2025 02:43:45 PM	11 Mar, 2025 02:51:25 PM	10 Mar, 2025 10:10:12 PM	0:02:04		Internal
596116458230			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Mar, 2025 02:43:45 PM	11 Mar, 2025 02:51:25 PM	10 Mar, 2025 10:10:12 PM	0:02:04		Internal
596116458230			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Mar, 2025 02:43:45 PM	11 Mar, 2025 02:51:25 PM	10 Mar, 2025 10:10:12 PM	0:02:04		Internal
596116458230			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Mar, 2025 02:43:45 PM	11 Mar, 2025 02:51:25 PM	10 Mar, 2025 10:10:12 PM	0:02:04		Internal
596116490587			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Mar, 2025 02:33:12 PM	11 Mar, 2025 02:56:01 PM	11 Mar, 2025 01:16:39 PM	0:06:12		Internal
596116490587			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Mar, 2025 02:33:12 PM	11 Mar, 2025 02:56:01 PM	11 Mar, 2025 01:16:39 PM	0:06:12		Internal
596116490587			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Mar, 2025 02:33:12 PM	11 Mar, 2025 02:56:01 PM	11 Mar, 2025 01:16:39 PM	0:06:12		Internal
596116490587			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Mar, 2025 02:33:12 PM	11 Mar, 2025 02:56:01 PM	11 Mar, 2025 01:16:39 PM	0:06:12		Internal
596116490587			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Mar, 2025 02:33:12 PM	11 Mar, 2025 02:56:01 PM	11 Mar, 2025 01:16:39 PM	0:06:12		Internal
596116490587			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Mar, 2025 02:33:12 PM	11 Mar, 2025 02:56:01 PM	11 Mar, 2025 01:16:39 PM	0:06:12		Internal
596116490587			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Mar, 2025 02:33:12 PM	11 Mar, 2025 02:56:01 PM	11 Mar, 2025 01:16:39 PM	0:06:12		Internal
596116490587			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Mar, 2025 02:33:12 PM	11 Mar, 2025 02:56:01 PM	11 Mar, 2025 01:16:39 PM	0:06:12		Internal
596116490587			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Mar, 2025 02:33:12 PM	11 Mar, 2025 02:56:01 PM	11 Mar, 2025 01:16:39 PM	0:06:12		Internal
596116490587			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Mar, 2025 02:33:12 PM	11 Mar, 2025 02:56:01 PM	11 Mar, 2025 01:16:39 PM	0:06:12		Internal
596116490587			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Mar, 2025 02:33:12 PM	11 Mar, 2025 02:56:01 PM	11 Mar, 2025 01:16:39 PM	0:06:12		Internal
596116490587			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Mar, 2025 02:33:12 PM	11 Mar, 2025 02:56:01 PM	11 Mar, 2025 01:16:39 PM	0:06:12		Internal
596116490587			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Mar, 2025 02:33:12 PM	11 Mar, 2025 02:56:01 PM	11 Mar, 2025 01:16:39 PM	0:06:12		Internal
596116490587			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Mar, 2025 02:33:12 PM	11 Mar, 2025 02:56:01 PM	11 Mar, 2025 01:16:39 PM	0:06:12		Internal
596116490587			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Mar, 2025 02:33:12 PM	11 Mar, 2025 02:56:01 PM	11 Mar, 2025 01:16:39 PM	0:06:12		Internal
596116490587			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Mar, 2025 02:33:12 PM	11 Mar, 2025 02:56:01 PM	11 Mar, 2025 01:16:39 PM	0:06:12		Internal
596116490587			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Mar, 2025 02:33:12 PM	11 Mar, 2025 02:56:01 PM	11 Mar, 2025 01:16:39 PM	0:06:12		Internal
596116490587			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Mar, 2025 02:33:12 PM	11 Mar, 2025 02:56:01 PM	11 Mar, 2025 01:16:39 PM	0:06:12		Internal
596116490587			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Mar, 2025 02:33:12 PM	11 Mar, 2025 02:56:01 PM	11 Mar, 2025 01:16:39 PM	0:06:12		Internal
596116490587			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Mar, 2025 02:33:12 PM	11 Mar, 2025 02:56:01 PM	11 Mar, 2025 01:16:39 PM	0:06:12		Internal
596116490587			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Mar, 2025 02:33:12 PM	11 Mar, 2025 02:56:01 PM	11 Mar, 2025 01:16:39 PM	0:06:12		Internal
596116490587			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Mar, 2025 02:33:12 PM	11 Mar, 2025 02:56:01 PM	11 Mar, 2025 01:16:39 PM	0:06:12		Internal
596116490587			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		11 Mar, 2025 02:33:12 PM	11 Mar, 2025 02:56:01 PM	11 Mar, 2025 01:16:39 PM	0:06:12		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596116490587	[redacted]	[redacted]	CTE_Res_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	[redacted]	11 Mar, 2025 02:33:12 PM	11 Mar, 2025 02:56:01 PM	11 Mar, 2025 01:16:39 PM	0:06:12		Internal
596116490587			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Mar, 2025 02:33:12 PM	11 Mar, 2025 02:56:01 PM	11 Mar, 2025 01:16:39 PM	0:06:12		Internal
596116490587			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Mar, 2025 02:33:12 PM	11 Mar, 2025 02:56:01 PM	11 Mar, 2025 01:16:39 PM	0:06:12		Internal
596114816908			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Feb, 2025 08:02:23 PM	11 Mar, 2025 03:05:17 PM	27 Feb, 2025 05:41:10 PM	0:05:36		Internal
596114816908			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Feb, 2025 08:02:23 PM	11 Mar, 2025 03:05:17 PM	27 Feb, 2025 05:41:10 PM	0:05:36		Internal
596114816908			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Feb, 2025 08:02:23 PM	11 Mar, 2025 03:05:17 PM	27 Feb, 2025 05:41:10 PM	0:05:36		Internal
596114816908			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Feb, 2025 08:02:23 PM	11 Mar, 2025 03:05:17 PM	27 Feb, 2025 05:41:10 PM	0:05:36		Internal
596114816908			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Feb, 2025 08:02:23 PM	11 Mar, 2025 03:05:17 PM	27 Feb, 2025 05:41:10 PM	0:05:36		Internal
596114816908			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Feb, 2025 08:02:23 PM	11 Mar, 2025 03:05:17 PM	27 Feb, 2025 05:41:10 PM	0:05:36		Internal
596114816908			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Feb, 2025 08:02:23 PM	11 Mar, 2025 03:05:17 PM	27 Feb, 2025 05:41:10 PM	0:05:36		Internal
596114816908			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Feb, 2025 08:02:23 PM	11 Mar, 2025 03:05:17 PM	27 Feb, 2025 05:41:10 PM	0:05:36		Internal
596114816908			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Feb, 2025 08:02:23 PM	11 Mar, 2025 03:05:17 PM	27 Feb, 2025 05:41:10 PM	0:05:36		Internal
596114816908			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Feb, 2025 08:02:23 PM	11 Mar, 2025 03:05:17 PM	27 Feb, 2025 05:41:10 PM	0:05:36		Internal
596114816908			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Feb, 2025 08:02:23 PM	11 Mar, 2025 03:05:17 PM	27 Feb, 2025 05:41:10 PM	0:05:36		Internal
596114816908			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Feb, 2025 08:02:23 PM	11 Mar, 2025 03:05:17 PM	27 Feb, 2025 05:41:10 PM	0:05:36		Internal
596114816908			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Feb, 2025 08:02:23 PM	11 Mar, 2025 03:05:17 PM	27 Feb, 2025 05:41:10 PM	0:05:36		Internal
596114816908			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Feb, 2025 08:02:23 PM	11 Mar, 2025 03:05:17 PM	27 Feb, 2025 05:41:10 PM	0:05:36		Internal
596114816908			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Feb, 2025 08:02:23 PM	11 Mar, 2025 03:05:17 PM	27 Feb, 2025 05:41:10 PM	0:05:36		Internal
596114816908			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Feb, 2025 08:02:23 PM	11 Mar, 2025 03:05:17 PM	27 Feb, 2025 05:41:10 PM	0:05:36		Internal
596114816908			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Feb, 2025 08:02:23 PM	11 Mar, 2025 03:05:17 PM	27 Feb, 2025 05:41:10 PM	0:05:36		Internal
596114816908			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Feb, 2025 08:02:23 PM	11 Mar, 2025 03:05:17 PM	27 Feb, 2025 05:41:10 PM	0:05:36		Internal
596114816908			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Feb, 2025 08:02:23 PM	11 Mar, 2025 03:05:17 PM	27 Feb, 2025 05:41:10 PM	0:05:36		Internal
596114816908			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Feb, 2025 08:02:23 PM	11 Mar, 2025 03:05:17 PM	27 Feb, 2025 05:41:10 PM	0:05:36		Internal
596114816908			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Feb, 2025 08:02:23 PM	11 Mar, 2025 03:05:17 PM	27 Feb, 2025 05:41:10 PM	0:05:36		Internal
596114816908			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Feb, 2025 08:02:23 PM	11 Mar, 2025 03:05:17 PM	27 Feb, 2025 05:41:10 PM	0:05:36		Internal
596114816908			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		27 Feb, 2025 08:02:23 PM	11 Mar, 2025 03:05:17 PM	27 Feb, 2025 05:41:10 PM	0:05:36		Internal
596114816908			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Feb, 2025 08:02:23 PM	11 Mar, 2025 03:05:17 PM	27 Feb, 2025 05:41:10 PM	0:05:36		Internal
596114816908			CTE_Bus_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Feb, 2025 08:02:23 PM	11 Mar, 2025 03:05:17 PM	27 Feb, 2025 05:41:10 PM	0:05:36		Internal
596114816908			CTE_Bus_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Feb, 2025 08:02:23 PM	11 Mar, 2025 03:05:17 PM	27 Feb, 2025 05:41:10 PM	0:05:36		Internal
596116512263			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Mar, 2025 03:01:25 PM	11 Mar, 2025 03:16:43 PM	11 Mar, 2025 02:45:07 PM	0:06:07		Internal
596116512263			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Mar, 2025 03:01:25 PM	11 Mar, 2025 03:16:43 PM	11 Mar, 2025 02:45:07 PM	0:06:07		Internal
596116512263			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Mar, 2025 03:01:25 PM	11 Mar, 2025 03:16:43 PM	11 Mar, 2025 02:45:07 PM	0:06:07		Internal
596116512263			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Mar, 2025 03:01:25 PM	11 Mar, 2025 03:16:43 PM	11 Mar, 2025 02:45:07 PM	0:06:07		Internal
596116512263			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Mar, 2025 03:01:25 PM	11 Mar, 2025 03:16:43 PM	11 Mar, 2025 02:45:07 PM	0:06:07		Internal
596116512263			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Mar, 2025 03:01:25 PM	11 Mar, 2025 03:16:43 PM	11 Mar, 2025 02:45:07 PM	0:06:07		Internal
596116512263			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Mar, 2025 03:01:25 PM	11 Mar, 2025 03:16:43 PM	11 Mar, 2025 02:45:07 PM	0:06:07		Internal
596116512263			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Mar, 2025 03:01:25 PM	11 Mar, 2025 03:16:43 PM	11 Mar, 2025 02:45:07 PM	0:06:07		Internal
596116512263			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Mar, 2025 03:01:25 PM	11 Mar, 2025 03:16:43 PM	11 Mar, 2025 02:45:07 PM	0:06:07		Internal
596116512263			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Mar, 2025 03:01:25 PM	11 Mar, 2025 03:16:43 PM	11 Mar, 2025 02:45:07 PM	0:06:07		Internal
596116512263			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Mar, 2025 03:01:25 PM	11 Mar, 2025 03:16:43 PM	11 Mar, 2025 02:45:07 PM	0:06:07		Internal
596116512263			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Mar, 2025 03:01:25 PM	11 Mar, 2025 03:16:43 PM	11 Mar, 2025 02:45:07 PM	0:06:07		Internal
596116512263			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Mar, 2025 03:01:25 PM	11 Mar, 2025 03:16:43 PM	11 Mar, 2025 02:45:07 PM	0:06:07		Internal
596116512263			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Mar, 2025 03:01:25 PM	11 Mar, 2025 03:16:43 PM	11 Mar, 2025 02:45:07 PM	0:06:07		Internal
596116512263			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Mar, 2025 03:01:25 PM	11 Mar, 2025 03:16:43 PM	11 Mar, 2025 02:45:07 PM	0:06:07		Internal
596116512263			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Mar, 2025 03:01:25 PM	11 Mar, 2025 03:16:43 PM	11 Mar, 2025 02:45:07 PM	0:06:07		Internal
596116512263			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Mar, 2025 03:01:25 PM	11 Mar, 2025 03:16:43 PM	11 Mar, 2025 02:45:07 PM	0:06:07		Internal
596116512263			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Mar, 2025 03:01:25 PM	11 Mar, 2025 03:16:43 PM	11 Mar, 2025 02:45:07 PM	0:06:07		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596116512263	[redacted]	[redacted]	CTE_Res_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	11 Mar, 2025 03:01:25 PM	11 Mar, 2025 03:16:43 PM	11 Mar, 2025 02:45:07 PM	0:06:07		Internal
596116512263			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Mar, 2025 03:01:25 PM	11 Mar, 2025 03:16:43 PM	11 Mar, 2025 02:45:07 PM	0:06:07		Internal
596116512263			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Mar, 2025 03:01:25 PM	11 Mar, 2025 03:16:43 PM	11 Mar, 2025 02:45:07 PM	0:06:07		Internal
596116512263			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Mar, 2025 03:01:25 PM	11 Mar, 2025 03:16:43 PM	11 Mar, 2025 02:45:07 PM	0:06:07		Internal
596116512263			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		11 Mar, 2025 03:01:25 PM	11 Mar, 2025 03:16:43 PM	11 Mar, 2025 02:45:07 PM	0:06:07		Internal
596116512263			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Mar, 2025 03:01:25 PM	11 Mar, 2025 03:16:43 PM	11 Mar, 2025 02:45:07 PM	0:06:07		Internal
596116512263			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Mar, 2025 03:01:25 PM	11 Mar, 2025 03:16:43 PM	11 Mar, 2025 02:45:07 PM	0:06:07		Internal
596116512263			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Mar, 2025 03:01:25 PM	11 Mar, 2025 03:16:43 PM	11 Mar, 2025 02:45:07 PM	0:06:07		Internal
596115622725			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Mar, 2025 11:00:24 AM	11 Mar, 2025 04:14:00 PM	05 Mar, 2025 02:03:03 PM	0:03:02		Internal
596115622725			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Mar, 2025 11:00:24 AM	11 Mar, 2025 04:14:00 PM	05 Mar, 2025 02:03:03 PM	0:03:02		Internal
596115622725			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Mar, 2025 11:00:24 AM	11 Mar, 2025 04:14:00 PM	05 Mar, 2025 02:03:03 PM	0:03:02		Internal
596115622725			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Mar, 2025 11:00:24 AM	11 Mar, 2025 04:14:00 PM	05 Mar, 2025 02:03:03 PM	0:03:02		Internal
596115622725			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Mar, 2025 11:00:24 AM	11 Mar, 2025 04:14:00 PM	05 Mar, 2025 02:03:03 PM	0:03:02		Internal
596115622725			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Mar, 2025 11:00:24 AM	11 Mar, 2025 04:14:00 PM	05 Mar, 2025 02:03:03 PM	0:03:02		Internal
596115622725			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Mar, 2025 11:00:24 AM	11 Mar, 2025 04:14:00 PM	05 Mar, 2025 02:03:03 PM	0:03:02		Internal
596115622725			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Mar, 2025 11:00:24 AM	11 Mar, 2025 04:14:00 PM	05 Mar, 2025 02:03:03 PM	0:03:02		Internal
596115622725			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Mar, 2025 11:00:24 AM	11 Mar, 2025 04:14:00 PM	05 Mar, 2025 02:03:03 PM	0:03:02		Internal
596115622725			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Mar, 2025 11:00:24 AM	11 Mar, 2025 04:14:00 PM	05 Mar, 2025 02:03:03 PM	0:03:02		Internal
596115622725			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Mar, 2025 11:00:24 AM	11 Mar, 2025 04:14:00 PM	05 Mar, 2025 02:03:03 PM	0:03:02		Internal
596115622725			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Mar, 2025 11:00:24 AM	11 Mar, 2025 04:14:00 PM	05 Mar, 2025 02:03:03 PM	0:03:02		Internal
596115622725			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Mar, 2025 11:00:24 AM	11 Mar, 2025 04:14:00 PM	05 Mar, 2025 02:03:03 PM	0:03:02		Internal
596115622725			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Mar, 2025 11:00:24 AM	11 Mar, 2025 04:14:00 PM	05 Mar, 2025 02:03:03 PM	0:03:02		Internal
596115622725			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Mar, 2025 11:00:24 AM	11 Mar, 2025 04:14:00 PM	05 Mar, 2025 02:03:03 PM	0:03:02		Internal
596115622725			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Mar, 2025 11:00:24 AM	11 Mar, 2025 04:14:00 PM	05 Mar, 2025 02:03:03 PM	0:03:02		Internal
596115622725			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Mar, 2025 11:00:24 AM	11 Mar, 2025 04:14:00 PM	05 Mar, 2025 02:03:03 PM	0:03:02		Internal
596115622725			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Mar, 2025 11:00:24 AM	11 Mar, 2025 04:14:00 PM	05 Mar, 2025 02:03:03 PM	0:03:02		Internal
596115622725			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Mar, 2025 11:00:24 AM	11 Mar, 2025 04:14:00 PM	05 Mar, 2025 02:03:03 PM	0:03:02		Internal
596115622725			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Mar, 2025 11:00:24 AM	11 Mar, 2025 04:14:00 PM	05 Mar, 2025 02:03:03 PM	0:03:02		Internal
596115622725			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Mar, 2025 11:00:24 AM	11 Mar, 2025 04:14:00 PM	05 Mar, 2025 02:03:03 PM	0:03:02		Internal
596115622725			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Mar, 2025 11:00:24 AM	11 Mar, 2025 04:14:00 PM	05 Mar, 2025 02:03:03 PM	0:03:02		Internal
596115622725			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		06 Mar, 2025 11:00:24 AM	11 Mar, 2025 04:14:00 PM	05 Mar, 2025 02:03:03 PM	0:03:02		Internal
596115622725			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Mar, 2025 11:00:24 AM	11 Mar, 2025 04:14:00 PM	05 Mar, 2025 02:03:03 PM	0:03:02		Internal
596115622725			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Mar, 2025 11:00:24 AM	11 Mar, 2025 04:14:00 PM	05 Mar, 2025 02:03:03 PM	0:03:02		Internal
596115622725			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Mar, 2025 11:00:24 AM	11 Mar, 2025 04:14:00 PM	05 Mar, 2025 02:03:03 PM	0:03:02		Internal
596115587763			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Mar, 2025 07:00:24 PM	11 Mar, 2025 04:40:22 PM	04 Mar, 2025 10:34:25 PM	0:02:02		Internal
596115587763			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Mar, 2025 07:00:24 PM	11 Mar, 2025 04:40:22 PM	04 Mar, 2025 10:34:25 PM	0:02:02		Internal
596115587763			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Mar, 2025 07:00:24 PM	11 Mar, 2025 04:40:22 PM	04 Mar, 2025 10:34:25 PM	0:02:02		Internal
596115587763			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Mar, 2025 07:00:24 PM	11 Mar, 2025 04:40:22 PM	04 Mar, 2025 10:34:25 PM	0:02:02		Internal
596115587763			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Mar, 2025 07:00:24 PM	11 Mar, 2025 04:40:22 PM	04 Mar, 2025 10:34:25 PM	0:02:02		Internal
596115587763			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Mar, 2025 07:00:24 PM	11 Mar, 2025 04:40:22 PM	04 Mar, 2025 10:34:25 PM	0:02:02		Internal
596115587763			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Mar, 2025 07:00:24 PM	11 Mar, 2025 04:40:22 PM	04 Mar, 2025 10:34:25 PM	0:02:02		Internal
596115587763			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Mar, 2025 07:00:24 PM	11 Mar, 2025 04:40:22 PM	04 Mar, 2025 10:34:25 PM	0:02:02		Internal
596115587763			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Mar, 2025 07:00:24 PM	11 Mar, 2025 04:40:22 PM	04 Mar, 2025 10:34:25 PM	0:02:02		Internal
596115587763			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Mar, 2025 07:00:24 PM	11 Mar, 2025 04:40:22 PM	04 Mar, 2025 10:34:25 PM	0:02:02		Internal
596115587763			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Mar, 2025 07:00:24 PM	11 Mar, 2025 04:40:22 PM	04 Mar, 2025 10:34:25 PM	0:02:02		Internal
596115587763			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Mar, 2025 07:00:24 PM	11 Mar, 2025 04:40:22 PM	04 Mar, 2025 10:34:25 PM	0:02:02		Internal
596115587763			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Mar, 2025 07:00:24 PM	11 Mar, 2025 04:40:22 PM	04 Mar, 2025 10:34:25 PM	0:02:02		Internal
596115587763			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Mar, 2025 07:00:24 PM	11 Mar, 2025 04:40:22 PM	04 Mar, 2025 10:34:25 PM	0:02:02		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596115587763	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	06 Mar, 2025 07:00:24 PM	11 Mar, 2025 04:40:22 PM	04 Mar, 2025 10:34:25 PM	0:02:02		Internal
596115587763			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Mar, 2025 07:00:24 PM	11 Mar, 2025 04:40:22 PM	04 Mar, 2025 10:34:25 PM	0:02:02		Internal
596115587763			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Mar, 2025 07:00:24 PM	11 Mar, 2025 04:40:22 PM	04 Mar, 2025 10:34:25 PM	0:02:02		Internal
596115587763			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Mar, 2025 07:00:24 PM	11 Mar, 2025 04:40:22 PM	04 Mar, 2025 10:34:25 PM	0:02:02		Internal
596115587763			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Mar, 2025 07:00:24 PM	11 Mar, 2025 04:40:22 PM	04 Mar, 2025 10:34:25 PM	0:02:02		Internal
596115587763			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Mar, 2025 07:00:24 PM	11 Mar, 2025 04:40:22 PM	04 Mar, 2025 10:34:25 PM	0:02:02		Internal
596115587763			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Mar, 2025 07:00:24 PM	11 Mar, 2025 04:40:22 PM	04 Mar, 2025 10:34:25 PM	0:02:02		Internal
596115587763			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Mar, 2025 07:00:24 PM	11 Mar, 2025 04:40:22 PM	04 Mar, 2025 10:34:25 PM	0:02:02		Internal
596115587763			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		06 Mar, 2025 07:00:24 PM	11 Mar, 2025 04:40:22 PM	04 Mar, 2025 10:34:25 PM	0:02:02		Internal
596115587763			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Mar, 2025 07:00:24 PM	11 Mar, 2025 04:40:22 PM	04 Mar, 2025 10:34:25 PM	0:02:02		Internal
596115587763			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Mar, 2025 07:00:24 PM	11 Mar, 2025 04:40:22 PM	04 Mar, 2025 10:34:25 PM	0:02:02		Internal
596115587763			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Mar, 2025 07:00:24 PM	11 Mar, 2025 04:40:22 PM	04 Mar, 2025 10:34:25 PM	0:02:02		Internal
596116010840			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Mar, 2025 04:43:57 PM	11 Mar, 2025 05:00:12 PM	07 Mar, 2025 03:20:47 PM	0:03:47		Internal
596116010840			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Mar, 2025 04:43:57 PM	11 Mar, 2025 05:00:12 PM	07 Mar, 2025 03:20:47 PM	0:03:47		Internal
596116010840			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Mar, 2025 04:43:57 PM	11 Mar, 2025 05:00:12 PM	07 Mar, 2025 03:20:47 PM	0:03:47		Internal
596116010840			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Mar, 2025 04:43:57 PM	11 Mar, 2025 05:00:12 PM	07 Mar, 2025 03:20:47 PM	0:03:47		Internal
596116010840			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Mar, 2025 04:43:57 PM	11 Mar, 2025 05:00:12 PM	07 Mar, 2025 03:20:47 PM	0:03:47		Internal
596116010840			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Mar, 2025 04:43:57 PM	11 Mar, 2025 05:00:12 PM	07 Mar, 2025 03:20:47 PM	0:03:47		Internal
596116010840			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Mar, 2025 04:43:57 PM	11 Mar, 2025 05:00:12 PM	07 Mar, 2025 03:20:47 PM	0:03:47		Internal
596116010840			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Mar, 2025 04:43:57 PM	11 Mar, 2025 05:00:12 PM	07 Mar, 2025 03:20:47 PM	0:03:47		Internal
596116010840			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Mar, 2025 04:43:57 PM	11 Mar, 2025 05:00:12 PM	07 Mar, 2025 03:20:47 PM	0:03:47		Internal
596116010840			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Mar, 2025 04:43:57 PM	11 Mar, 2025 05:00:12 PM	07 Mar, 2025 03:20:47 PM	0:03:47		Internal
596116010840			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Mar, 2025 04:43:57 PM	11 Mar, 2025 05:00:12 PM	07 Mar, 2025 03:20:47 PM	0:03:47		Internal
596116010840			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Mar, 2025 04:43:57 PM	11 Mar, 2025 05:00:12 PM	07 Mar, 2025 03:20:47 PM	0:03:47		Internal
596116010840			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Mar, 2025 04:43:57 PM	11 Mar, 2025 05:00:12 PM	07 Mar, 2025 03:20:47 PM	0:03:47		Internal
596116010840			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Mar, 2025 04:43:57 PM	11 Mar, 2025 05:00:12 PM	07 Mar, 2025 03:20:47 PM	0:03:47		Internal
596116010840			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Mar, 2025 04:43:57 PM	11 Mar, 2025 05:00:12 PM	07 Mar, 2025 03:20:47 PM	0:03:47		Internal
596116010840			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Mar, 2025 04:43:57 PM	11 Mar, 2025 05:00:12 PM	07 Mar, 2025 03:20:47 PM	0:03:47		Internal
596116010840			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Mar, 2025 04:43:57 PM	11 Mar, 2025 05:00:12 PM	07 Mar, 2025 03:20:47 PM	0:03:47		Internal
596116010840			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Mar, 2025 04:43:57 PM	11 Mar, 2025 05:00:12 PM	07 Mar, 2025 03:20:47 PM	0:03:47		Internal
596116010840			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Mar, 2025 04:43:57 PM	11 Mar, 2025 05:00:12 PM	07 Mar, 2025 03:20:47 PM	0:03:47		Internal
596116010840			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Mar, 2025 04:43:57 PM	11 Mar, 2025 05:00:12 PM	07 Mar, 2025 03:20:47 PM	0:03:47		Internal
596116010840			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Mar, 2025 04:43:57 PM	11 Mar, 2025 05:00:12 PM	07 Mar, 2025 03:20:47 PM	0:03:47		Internal
596116010840			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Mar, 2025 04:43:57 PM	11 Mar, 2025 05:00:12 PM	07 Mar, 2025 03:20:47 PM	0:03:47		Internal
596116010840			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		11 Mar, 2025 04:43:57 PM	11 Mar, 2025 05:00:12 PM	07 Mar, 2025 03:20:47 PM	0:03:47		Internal
596116010840			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Mar, 2025 04:43:57 PM	11 Mar, 2025 05:00:12 PM	07 Mar, 2025 03:20:47 PM	0:03:47		Internal
596116010840			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Mar, 2025 04:43:57 PM	11 Mar, 2025 05:00:12 PM	07 Mar, 2025 03:20:47 PM	0:03:47		Internal
596116010840			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Mar, 2025 04:43:57 PM	11 Mar, 2025 05:00:12 PM	07 Mar, 2025 03:20:47 PM	0:03:47		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596116143901	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	[redacted]	11 Mar, 2025 05:30:29 PM	11 Mar, 2025 05:41:50 PM	07 Mar, 2025 08:56:07 PM	0:02:42		Internal
596116143901			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Mar, 2025 05:30:29 PM	11 Mar, 2025 05:41:50 PM	07 Mar, 2025 08:56:07 PM	0:02:42		Internal
596116143901			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Mar, 2025 05:30:29 PM	11 Mar, 2025 05:41:50 PM	07 Mar, 2025 08:56:07 PM	0:02:42		Internal
596116143901			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Mar, 2025 05:30:29 PM	11 Mar, 2025 05:41:50 PM	07 Mar, 2025 08:56:07 PM	0:02:42		Internal
596116143901			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Mar, 2025 05:30:29 PM	11 Mar, 2025 05:41:50 PM	07 Mar, 2025 08:56:07 PM	0:02:42		Internal
596116143901			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Mar, 2025 05:30:29 PM	11 Mar, 2025 05:41:50 PM	07 Mar, 2025 08:56:07 PM	0:02:42		Internal
596116143901			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Mar, 2025 05:30:29 PM	11 Mar, 2025 05:41:50 PM	07 Mar, 2025 08:56:07 PM	0:02:42		Internal
596116143901			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Mar, 2025 05:30:29 PM	11 Mar, 2025 05:41:50 PM	07 Mar, 2025 08:56:07 PM	0:02:42		Internal
596116143901			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Mar, 2025 05:30:29 PM	11 Mar, 2025 05:41:50 PM	07 Mar, 2025 08:56:07 PM	0:02:42		Internal
596116143901			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Mar, 2025 05:30:29 PM	11 Mar, 2025 05:41:50 PM	07 Mar, 2025 08:56:07 PM	0:02:42		Internal
596116143901			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Mar, 2025 05:30:29 PM	11 Mar, 2025 05:41:50 PM	07 Mar, 2025 08:56:07 PM	0:02:42		Internal
596116143901			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Mar, 2025 05:30:29 PM	11 Mar, 2025 05:41:50 PM	07 Mar, 2025 08:56:07 PM	0:02:42		Internal
596116143901			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Mar, 2025 05:30:29 PM	11 Mar, 2025 05:41:50 PM	07 Mar, 2025 08:56:07 PM	0:02:42		Internal
596116143901			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Mar, 2025 05:30:29 PM	11 Mar, 2025 05:41:50 PM	07 Mar, 2025 08:56:07 PM	0:02:42		Internal
596116143901			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Mar, 2025 05:30:29 PM	11 Mar, 2025 05:41:50 PM	07 Mar, 2025 08:56:07 PM	0:02:42		Internal
596116143901			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Mar, 2025 05:30:29 PM	11 Mar, 2025 05:41:50 PM	07 Mar, 2025 08:56:07 PM	0:02:42		Internal
596116143901			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Mar, 2025 05:30:29 PM	11 Mar, 2025 05:41:50 PM	07 Mar, 2025 08:56:07 PM	0:02:42		Internal
596116143901			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Mar, 2025 05:30:29 PM	11 Mar, 2025 05:41:50 PM	07 Mar, 2025 08:56:07 PM	0:02:42		Internal
596116143901			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Mar, 2025 05:30:29 PM	11 Mar, 2025 05:41:50 PM	07 Mar, 2025 08:56:07 PM	0:02:42		Internal
596116143901			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Mar, 2025 05:30:29 PM	11 Mar, 2025 05:41:50 PM	07 Mar, 2025 08:56:07 PM	0:02:42		Internal
596116143901			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Mar, 2025 05:30:29 PM	11 Mar, 2025 05:41:50 PM	07 Mar, 2025 08:56:07 PM	0:02:42		Internal
596116143901			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Mar, 2025 05:30:29 PM	11 Mar, 2025 05:41:50 PM	07 Mar, 2025 08:56:07 PM	0:02:42		Internal
596116143901			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		11 Mar, 2025 05:30:29 PM	11 Mar, 2025 05:41:50 PM	07 Mar, 2025 08:56:07 PM	0:02:42		Internal
596116143901			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Mar, 2025 05:30:29 PM	11 Mar, 2025 05:41:50 PM	07 Mar, 2025 08:56:07 PM	0:02:42		Internal
596116143901			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Mar, 2025 05:30:29 PM	11 Mar, 2025 05:41:50 PM	07 Mar, 2025 08:56:07 PM	0:02:42		Internal
596116143901			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Mar, 2025 05:30:29 PM	11 Mar, 2025 05:41:50 PM	07 Mar, 2025 08:56:07 PM	0:02:42		Internal
596115826481			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Mar, 2025 06:06:28 PM	11 Mar, 2025 06:10:37 PM	06 Mar, 2025 03:25:57 PM	0:03:53		Internal
596115826481			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Mar, 2025 06:06:28 PM	11 Mar, 2025 06:10:37 PM	06 Mar, 2025 03:25:57 PM	0:03:53		Internal
596115826481			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Mar, 2025 06:06:28 PM	11 Mar, 2025 06:10:37 PM	06 Mar, 2025 03:25:57 PM	0:03:53		Internal
596115826481			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Mar, 2025 06:06:28 PM	11 Mar, 2025 06:10:37 PM	06 Mar, 2025 03:25:57 PM	0:03:53		Internal
596115826481			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Mar, 2025 06:06:28 PM	11 Mar, 2025 06:10:37 PM	06 Mar, 2025 03:25:57 PM	0:03:53		Internal
596115826481			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Mar, 2025 06:06:28 PM	11 Mar, 2025 06:10:37 PM	06 Mar, 2025 03:25:57 PM	0:03:53		Internal
596115826481			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Mar, 2025 06:06:28 PM	11 Mar, 2025 06:10:37 PM	06 Mar, 2025 03:25:57 PM	0:03:53		Internal
596115826481			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Mar, 2025 06:06:28 PM	11 Mar, 2025 06:10:37 PM	06 Mar, 2025 03:25:57 PM	0:03:53		Internal
596115826481			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Mar, 2025 06:06:28 PM	11 Mar, 2025 06:10:37 PM	06 Mar, 2025 03:25:57 PM	0:03:53		Internal
596115826481			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Mar, 2025 06:06:28 PM	11 Mar, 2025 06:10:37 PM	06 Mar, 2025 03:25:57 PM	0:03:53		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596115826481	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	11 Mar, 2025 06:06:28 PM	11 Mar, 2025 06:10:37 PM	06 Mar, 2025 03:25:57 PM	0:03:53		Internal
596115826481			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Mar, 2025 06:06:28 PM	11 Mar, 2025 06:10:37 PM	06 Mar, 2025 03:25:57 PM	0:03:53		Internal
596115826481			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Mar, 2025 06:06:28 PM	11 Mar, 2025 06:10:37 PM	06 Mar, 2025 03:25:57 PM	0:03:53		Internal
596115826481			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Mar, 2025 06:06:28 PM	11 Mar, 2025 06:10:37 PM	06 Mar, 2025 03:25:57 PM	0:03:53		Internal
596115826481			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Mar, 2025 06:06:28 PM	11 Mar, 2025 06:10:37 PM	06 Mar, 2025 03:25:57 PM	0:03:53		Internal
596115826481			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Mar, 2025 06:06:28 PM	11 Mar, 2025 06:10:37 PM	06 Mar, 2025 03:25:57 PM	0:03:53		Internal
596115826481			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Mar, 2025 06:06:28 PM	11 Mar, 2025 06:10:37 PM	06 Mar, 2025 03:25:57 PM	0:03:53		Internal
596115826481			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Mar, 2025 06:06:28 PM	11 Mar, 2025 06:10:37 PM	06 Mar, 2025 03:25:57 PM	0:03:53		Internal
596115826481			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Mar, 2025 06:06:28 PM	11 Mar, 2025 06:10:37 PM	06 Mar, 2025 03:25:57 PM	0:03:53		Internal
596115826481			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Mar, 2025 06:06:28 PM	11 Mar, 2025 06:10:37 PM	06 Mar, 2025 03:25:57 PM	0:03:53		Internal
596115826481			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Mar, 2025 06:06:28 PM	11 Mar, 2025 06:10:37 PM	06 Mar, 2025 03:25:57 PM	0:03:53		Internal
596115826481			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Mar, 2025 06:06:28 PM	11 Mar, 2025 06:10:37 PM	06 Mar, 2025 03:25:57 PM	0:03:53		Internal
596115826481			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		11 Mar, 2025 06:06:28 PM	11 Mar, 2025 06:10:37 PM	06 Mar, 2025 03:25:57 PM	0:03:53		Internal
596115826481			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Mar, 2025 06:06:28 PM	11 Mar, 2025 06:10:37 PM	06 Mar, 2025 03:25:57 PM	0:03:53		Internal
596115826481			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Mar, 2025 06:06:28 PM	11 Mar, 2025 06:10:37 PM	06 Mar, 2025 03:25:57 PM	0:03:53		Internal
596115826481			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Mar, 2025 06:06:28 PM	11 Mar, 2025 06:10:37 PM	06 Mar, 2025 03:25:57 PM	0:03:53		Internal
596116175657			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Mar, 2025 06:35:08 PM	11 Mar, 2025 06:41:38 PM	07 Mar, 2025 10:40:57 PM	0:02:44		Internal
596116175657			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Mar, 2025 06:35:08 PM	11 Mar, 2025 06:41:38 PM	07 Mar, 2025 10:40:57 PM	0:02:44		Internal
596116175657			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Mar, 2025 06:35:08 PM	11 Mar, 2025 06:41:38 PM	07 Mar, 2025 10:40:57 PM	0:02:44		Internal
596116175657			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Mar, 2025 06:35:08 PM	11 Mar, 2025 06:41:38 PM	07 Mar, 2025 10:40:57 PM	0:02:44		Internal
596116175657			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Mar, 2025 06:35:08 PM	11 Mar, 2025 06:41:38 PM	07 Mar, 2025 10:40:57 PM	0:02:44		Internal
596116175657			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Mar, 2025 06:35:08 PM	11 Mar, 2025 06:41:38 PM	07 Mar, 2025 10:40:57 PM	0:02:44		Internal
596116175657			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Mar, 2025 06:35:08 PM	11 Mar, 2025 06:41:38 PM	07 Mar, 2025 10:40:57 PM	0:02:44		Internal
596116175657			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Mar, 2025 06:35:08 PM	11 Mar, 2025 06:41:38 PM	07 Mar, 2025 10:40:57 PM	0:02:44		Internal
596116175657			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Mar, 2025 06:35:08 PM	11 Mar, 2025 06:41:38 PM	07 Mar, 2025 10:40:57 PM	0:02:44		Internal
596116175657			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Mar, 2025 06:35:08 PM	11 Mar, 2025 06:41:38 PM	07 Mar, 2025 10:40:57 PM	0:02:44		Internal
596116175657			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Mar, 2025 06:35:08 PM	11 Mar, 2025 06:41:38 PM	07 Mar, 2025 10:40:57 PM	0:02:44		Internal
596116175657			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Mar, 2025 06:35:08 PM	11 Mar, 2025 06:41:38 PM	07 Mar, 2025 10:40:57 PM	0:02:44		Internal
596116175657			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Mar, 2025 06:35:08 PM	11 Mar, 2025 06:41:38 PM	07 Mar, 2025 10:40:57 PM	0:02:44		Internal
596116175657			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Mar, 2025 06:35:08 PM	11 Mar, 2025 06:41:38 PM	07 Mar, 2025 10:40:57 PM	0:02:44		Internal
596116175657			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Mar, 2025 06:35:08 PM	11 Mar, 2025 06:41:38 PM	07 Mar, 2025 10:40:57 PM	0:02:44		Internal
596116175657			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Mar, 2025 06:35:08 PM	11 Mar, 2025 06:41:38 PM	07 Mar, 2025 10:40:57 PM	0:02:44		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596116175657	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	[redacted]	11 Mar, 2025 06:35:08 PM	11 Mar, 2025 06:41:38 PM	07 Mar, 2025 10:40:57 PM	0:02:44		Internal
596116175657			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Mar, 2025 06:35:08 PM	11 Mar, 2025 06:41:38 PM	07 Mar, 2025 10:40:57 PM	0:02:44		Internal
596116175657			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Mar, 2025 06:35:08 PM	11 Mar, 2025 06:41:38 PM	07 Mar, 2025 10:40:57 PM	0:02:44		Internal
596116175657			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Mar, 2025 06:35:08 PM	11 Mar, 2025 06:41:38 PM	07 Mar, 2025 10:40:57 PM	0:02:44		Internal
596116175657			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Mar, 2025 06:35:08 PM	11 Mar, 2025 06:41:38 PM	07 Mar, 2025 10:40:57 PM	0:02:44		Internal
596116175657			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Mar, 2025 06:35:08 PM	11 Mar, 2025 06:41:38 PM	07 Mar, 2025 10:40:57 PM	0:02:44		Internal
596116175657			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		11 Mar, 2025 06:35:08 PM	11 Mar, 2025 06:41:38 PM	07 Mar, 2025 10:40:57 PM	0:02:44		Internal
596116175657			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Mar, 2025 06:35:08 PM	11 Mar, 2025 06:41:38 PM	07 Mar, 2025 10:40:57 PM	0:02:44		Internal
596116175657			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Mar, 2025 06:35:08 PM	11 Mar, 2025 06:41:38 PM	07 Mar, 2025 10:40:57 PM	0:02:44		Internal
596116175657			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Mar, 2025 06:35:08 PM	11 Mar, 2025 06:41:38 PM	07 Mar, 2025 10:40:57 PM	0:02:44		Internal
596116319317			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Mar, 2025 07:00:53 AM	11 Mar, 2025 06:43:27 PM	10 Mar, 2025 02:58:50 PM	0:06:23		Internal
596116319317			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Mar, 2025 07:00:53 AM	11 Mar, 2025 06:43:27 PM	10 Mar, 2025 02:58:50 PM	0:06:23		Internal
596116319317			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Mar, 2025 07:00:53 AM	11 Mar, 2025 06:43:27 PM	10 Mar, 2025 02:58:50 PM	0:06:23		Internal
596116319317			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Mar, 2025 07:00:53 AM	11 Mar, 2025 06:43:27 PM	10 Mar, 2025 02:58:50 PM	0:06:23		Internal
596116319317			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Mar, 2025 07:00:53 AM	11 Mar, 2025 06:43:27 PM	10 Mar, 2025 02:58:50 PM	0:06:23		Internal
596116319317			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Mar, 2025 07:00:53 AM	11 Mar, 2025 06:43:27 PM	10 Mar, 2025 02:58:50 PM	0:06:23		Internal
596116319317			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Mar, 2025 07:00:53 AM	11 Mar, 2025 06:43:27 PM	10 Mar, 2025 02:58:50 PM	0:06:23		Internal
596116319317			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Mar, 2025 07:00:53 AM	11 Mar, 2025 06:43:27 PM	10 Mar, 2025 02:58:50 PM	0:06:23		Internal
596116319317			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Mar, 2025 07:00:53 AM	11 Mar, 2025 06:43:27 PM	10 Mar, 2025 02:58:50 PM	0:06:23		Internal
596116319317			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Mar, 2025 07:00:53 AM	11 Mar, 2025 06:43:27 PM	10 Mar, 2025 02:58:50 PM	0:06:23		Internal
596116319317			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Mar, 2025 07:00:53 AM	11 Mar, 2025 06:43:27 PM	10 Mar, 2025 02:58:50 PM	0:06:23		Internal
596116319317			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Mar, 2025 07:00:53 AM	11 Mar, 2025 06:43:27 PM	10 Mar, 2025 02:58:50 PM	0:06:23		Internal
596116319317			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Mar, 2025 07:00:53 AM	11 Mar, 2025 06:43:27 PM	10 Mar, 2025 02:58:50 PM	0:06:23		Internal
596116319317			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Mar, 2025 07:00:53 AM	11 Mar, 2025 06:43:27 PM	10 Mar, 2025 02:58:50 PM	0:06:23		Internal
596116319317			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Mar, 2025 07:00:53 AM	11 Mar, 2025 06:43:27 PM	10 Mar, 2025 02:58:50 PM	0:06:23		Internal
596116319317			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Mar, 2025 07:00:53 AM	11 Mar, 2025 06:43:27 PM	10 Mar, 2025 02:58:50 PM	0:06:23		Internal
596116319317			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Mar, 2025 07:00:53 AM	11 Mar, 2025 06:43:27 PM	10 Mar, 2025 02:58:50 PM	0:06:23		Internal
596116319317			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Mar, 2025 07:00:53 AM	11 Mar, 2025 06:43:27 PM	10 Mar, 2025 02:58:50 PM	0:06:23		Internal
596116319317			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Mar, 2025 07:00:53 AM	11 Mar, 2025 06:43:27 PM	10 Mar, 2025 02:58:50 PM	0:06:23		Internal
596116319317			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Mar, 2025 07:00:53 AM	11 Mar, 2025 06:43:27 PM	10 Mar, 2025 02:58:50 PM	0:06:23		Internal
596116319317			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Mar, 2025 07:00:53 AM	11 Mar, 2025 06:43:27 PM	10 Mar, 2025 02:58:50 PM	0:06:23		Internal
596116319317			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Mar, 2025 07:00:53 AM	11 Mar, 2025 06:43:27 PM	10 Mar, 2025 02:58:50 PM	0:06:23		Internal
596116319317			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		11 Mar, 2025 07:00:53 AM	11 Mar, 2025 06:43:27 PM	10 Mar, 2025 02:58:50 PM	0:06:23		Internal
596116319317			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Mar, 2025 07:00:53 AM	11 Mar, 2025 06:43:27 PM	10 Mar, 2025 02:58:50 PM	0:06:23		Internal
596116319317			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Mar, 2025 07:00:53 AM	11 Mar, 2025 06:43:27 PM	10 Mar, 2025 02:58:50 PM	0:06:23		Internal
596116319317			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Mar, 2025 07:00:53 AM	11 Mar, 2025 06:43:27 PM	10 Mar, 2025 02:58:50 PM	0:06:23		Internal
595160740211			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Feb, 2025 11:31:39 PM	11 Mar, 2025 07:10:05 PM	12 Feb, 2025 03:26:15 PM	0:02:13		Internal
595160740211			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Feb, 2025 11:31:39 PM	11 Mar, 2025 07:10:05 PM	12 Feb, 2025 03:26:15 PM	0:02:13		Internal
595160740211			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Feb, 2025 11:31:39 PM	11 Mar, 2025 07:10:05 PM	12 Feb, 2025 03:26:15 PM	0:02:13		Internal
595160740211			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Feb, 2025 11:31:39 PM	11 Mar, 2025 07:10:05 PM	12 Feb, 2025 03:26:15 PM	0:02:13		Internal
595160740211			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Feb, 2025 11:31:39 PM	11 Mar, 2025 07:10:05 PM	12 Feb, 2025 03:26:15 PM	0:02:13		Internal
595160740211			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Feb, 2025 11:31:39 PM	11 Mar, 2025 07:10:05 PM	12 Feb, 2025 03:26:15 PM	0:02:13		Internal
595160740211			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Feb, 2025 11:31:39 PM	11 Mar, 2025 07:10:05 PM	12 Feb, 2025 03:26:15 PM	0:02:13		Internal
595160740211			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Feb, 2025 11:31:39 PM	11 Mar, 2025 07:10:05 PM	12 Feb, 2025 03:26:15 PM	0:02:13		Internal
595160740211			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Feb, 2025 11:31:39 PM	11 Mar, 2025 07:10:05 PM	12 Feb, 2025 03:26:15 PM	0:02:13		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595160740211	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	[redacted]	12 Feb, 2025 11:31:39 PM	11 Mar, 2025 07:10:05 PM	12 Feb, 2025 03:26:15 PM	0:02:13		Internal
595160740211			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Feb, 2025 11:31:39 PM	11 Mar, 2025 07:10:05 PM	12 Feb, 2025 03:26:15 PM	0:02:13		Internal
595160740211			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Feb, 2025 11:31:39 PM	11 Mar, 2025 07:10:05 PM	12 Feb, 2025 03:26:15 PM	0:02:13		Internal
595160740211			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Feb, 2025 11:31:39 PM	11 Mar, 2025 07:10:05 PM	12 Feb, 2025 03:26:15 PM	0:02:13		Internal
595160740211			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Feb, 2025 11:31:39 PM	11 Mar, 2025 07:10:05 PM	12 Feb, 2025 03:26:15 PM	0:02:13		Internal
595160740211			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Feb, 2025 11:31:39 PM	11 Mar, 2025 07:10:05 PM	12 Feb, 2025 03:26:15 PM	0:02:13		Internal
595160740211			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Feb, 2025 11:31:39 PM	11 Mar, 2025 07:10:05 PM	12 Feb, 2025 03:26:15 PM	0:02:13		Internal
595160740211			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Feb, 2025 11:31:39 PM	11 Mar, 2025 07:10:05 PM	12 Feb, 2025 03:26:15 PM	0:02:13		Internal
595160740211			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Feb, 2025 11:31:39 PM	11 Mar, 2025 07:10:05 PM	12 Feb, 2025 03:26:15 PM	0:02:13		Internal
595160740211			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Feb, 2025 11:31:39 PM	11 Mar, 2025 07:10:05 PM	12 Feb, 2025 03:26:15 PM	0:02:13		Internal
595160740211			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Feb, 2025 11:31:39 PM	11 Mar, 2025 07:10:05 PM	12 Feb, 2025 03:26:15 PM	0:02:13		Internal
595160740211			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Feb, 2025 11:31:39 PM	11 Mar, 2025 07:10:05 PM	12 Feb, 2025 03:26:15 PM	0:02:13		Internal
595160740211			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Feb, 2025 11:31:39 PM	11 Mar, 2025 07:10:05 PM	12 Feb, 2025 03:26:15 PM	0:02:13		Internal
595160740211			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		12 Feb, 2025 11:31:39 PM	11 Mar, 2025 07:10:05 PM	12 Feb, 2025 03:26:15 PM	0:02:13		Internal
595160740211			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Feb, 2025 11:31:39 PM	11 Mar, 2025 07:10:05 PM	12 Feb, 2025 03:26:15 PM	0:02:13		Internal
595160740211			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Feb, 2025 11:31:39 PM	11 Mar, 2025 07:10:05 PM	12 Feb, 2025 03:26:15 PM	0:02:13		Internal
595160740211			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Feb, 2025 11:31:39 PM	11 Mar, 2025 07:10:05 PM	12 Feb, 2025 03:26:15 PM	0:02:13		Internal
596116376678			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Mar, 2025 08:16:47 PM	11 Mar, 2025 09:11:18 PM	10 Mar, 2025 05:47:22 PM	0:02:15		Internal
596116376678			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Mar, 2025 08:16:47 PM	11 Mar, 2025 09:11:18 PM	10 Mar, 2025 05:47:22 PM	0:02:15		Internal
596116376678			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Mar, 2025 08:16:47 PM	11 Mar, 2025 09:11:18 PM	10 Mar, 2025 05:47:22 PM	0:02:15		Internal
596116376678			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Mar, 2025 08:16:47 PM	11 Mar, 2025 09:11:18 PM	10 Mar, 2025 05:47:22 PM	0:02:15		Internal
596116376678			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Mar, 2025 08:16:47 PM	11 Mar, 2025 09:11:18 PM	10 Mar, 2025 05:47:22 PM	0:02:15		Internal
596116376678			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Mar, 2025 08:16:47 PM	11 Mar, 2025 09:11:18 PM	10 Mar, 2025 05:47:22 PM	0:02:15		Internal
596116376678			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Mar, 2025 08:16:47 PM	11 Mar, 2025 09:11:18 PM	10 Mar, 2025 05:47:22 PM	0:02:15		Internal
596116376678			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Mar, 2025 08:16:47 PM	11 Mar, 2025 09:11:18 PM	10 Mar, 2025 05:47:22 PM	0:02:15		Internal
596116376678			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Mar, 2025 08:16:47 PM	11 Mar, 2025 09:11:18 PM	10 Mar, 2025 05:47:22 PM	0:02:15		Internal
596116376678			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Mar, 2025 08:16:47 PM	11 Mar, 2025 09:11:18 PM	10 Mar, 2025 05:47:22 PM	0:02:15		Internal
596116376678			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Mar, 2025 08:16:47 PM	11 Mar, 2025 09:11:18 PM	10 Mar, 2025 05:47:22 PM	0:02:15		Internal
596116376678			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Mar, 2025 08:16:47 PM	11 Mar, 2025 09:11:18 PM	10 Mar, 2025 05:47:22 PM	0:02:15		Internal
596116376678			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Mar, 2025 08:16:47 PM	11 Mar, 2025 09:11:18 PM	10 Mar, 2025 05:47:22 PM	0:02:15		Internal
596116376678			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Mar, 2025 08:16:47 PM	11 Mar, 2025 09:11:18 PM	10 Mar, 2025 05:47:22 PM	0:02:15		Internal
596116376678			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Mar, 2025 08:16:47 PM	11 Mar, 2025 09:11:18 PM	10 Mar, 2025 05:47:22 PM	0:02:15		Internal
596116376678			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Mar, 2025 08:16:47 PM	11 Mar, 2025 09:11:18 PM	10 Mar, 2025 05:47:22 PM	0:02:15		Internal
596116376678			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Mar, 2025 08:16:47 PM	11 Mar, 2025 09:11:18 PM	10 Mar, 2025 05:47:22 PM	0:02:15		Internal
596116376678			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Mar, 2025 08:16:47 PM	11 Mar, 2025 09:11:18 PM	10 Mar, 2025 05:47:22 PM	0:02:15		Internal
596116376678			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Mar, 2025 08:16:47 PM	11 Mar, 2025 09:11:18 PM	10 Mar, 2025 05:47:22 PM	0:02:15		Internal
596116376678			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Mar, 2025 08:16:47 PM	11 Mar, 2025 09:11:18 PM	10 Mar, 2025 05:47:22 PM	0:02:15		Internal
596116376678			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Mar, 2025 08:16:47 PM	11 Mar, 2025 09:11:18 PM	10 Mar, 2025 05:47:22 PM	0:02:15		Internal
596116376678			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Mar, 2025 08:16:47 PM	11 Mar, 2025 09:11:18 PM	10 Mar, 2025 05:47:22 PM	0:02:15		Internal
596116376678			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		11 Mar, 2025 08:16:47 PM	11 Mar, 2025 09:11:18 PM	10 Mar, 2025 05:47:22 PM	0:02:15		Internal
596116376678			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Mar, 2025 08:16:47 PM	11 Mar, 2025 09:11:18 PM	10 Mar, 2025 05:47:22 PM	0:02:15		Internal
596116376678			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Mar, 2025 08:16:47 PM	11 Mar, 2025 09:11:18 PM	10 Mar, 2025 05:47:22 PM	0:02:15		Internal
596116376678			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Mar, 2025 08:16:47 PM	11 Mar, 2025 09:11:18 PM	10 Mar, 2025 05:47:22 PM	0:02:15		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596115475283			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Mar, 2025 11:00:24 AM	12 Mar, 2025 10:18:18 AM	04 Mar, 2025 04:18:27 PM	0:05:34		Internal
596115475283			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Mar, 2025 11:00:24 AM	12 Mar, 2025 10:18:18 AM	04 Mar, 2025 04:18:27 PM	0:05:34		Internal
596115475283			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Mar, 2025 11:00:24 AM	12 Mar, 2025 10:18:18 AM	04 Mar, 2025 04:18:27 PM	0:05:34		Internal
596115475283			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Mar, 2025 11:00:24 AM	12 Mar, 2025 10:18:18 AM	04 Mar, 2025 04:18:27 PM	0:05:34		Internal
596115475283			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Mar, 2025 11:00:24 AM	12 Mar, 2025 10:18:18 AM	04 Mar, 2025 04:18:27 PM	0:05:34		Internal
596115475283			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Mar, 2025 11:00:24 AM	12 Mar, 2025 10:18:18 AM	04 Mar, 2025 04:18:27 PM	0:05:34		Internal
596115475283			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Mar, 2025 11:00:24 AM	12 Mar, 2025 10:18:18 AM	04 Mar, 2025 04:18:27 PM	0:05:34		Internal
596115475283			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Mar, 2025 11:00:24 AM	12 Mar, 2025 10:18:18 AM	04 Mar, 2025 04:18:27 PM	0:05:34		Internal
596115475283			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Mar, 2025 11:00:24 AM	12 Mar, 2025 10:18:18 AM	04 Mar, 2025 04:18:27 PM	0:05:34		Internal
596115475283			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Mar, 2025 11:00:24 AM	12 Mar, 2025 10:18:18 AM	04 Mar, 2025 04:18:27 PM	0:05:34		Internal
596115475283			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Mar, 2025 11:00:24 AM	12 Mar, 2025 10:18:18 AM	04 Mar, 2025 04:18:27 PM	0:05:34		Internal
596115475283			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Mar, 2025 11:00:24 AM	12 Mar, 2025 10:18:18 AM	04 Mar, 2025 04:18:27 PM	0:05:34		Internal
596115475283			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Mar, 2025 11:00:24 AM	12 Mar, 2025 10:18:18 AM	04 Mar, 2025 04:18:27 PM	0:05:34		Internal
596115475283			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Mar, 2025 11:00:24 AM	12 Mar, 2025 10:18:18 AM	04 Mar, 2025 04:18:27 PM	0:05:34		Internal
596115475283			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Mar, 2025 11:00:24 AM	12 Mar, 2025 10:18:18 AM	04 Mar, 2025 04:18:27 PM	0:05:34		Internal
596115475283			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Mar, 2025 11:00:24 AM	12 Mar, 2025 10:18:18 AM	04 Mar, 2025 04:18:27 PM	0:05:34		Internal
596115475283			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Mar, 2025 11:00:24 AM	12 Mar, 2025 10:18:18 AM	04 Mar, 2025 04:18:27 PM	0:05:34		Internal
596115475283			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Mar, 2025 11:00:24 AM	12 Mar, 2025 10:18:18 AM	04 Mar, 2025 04:18:27 PM	0:05:34		Internal
596115475283			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Mar, 2025 11:00:24 AM	12 Mar, 2025 10:18:18 AM	04 Mar, 2025 04:18:27 PM	0:05:34		Internal
596115475283			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Mar, 2025 11:00:24 AM	12 Mar, 2025 10:18:18 AM	04 Mar, 2025 04:18:27 PM	0:05:34		Internal
596115475283			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Mar, 2025 11:00:24 AM	12 Mar, 2025 10:18:18 AM	04 Mar, 2025 04:18:27 PM	0:05:34		Internal
596115475283			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Mar, 2025 11:00:24 AM	12 Mar, 2025 10:18:18 AM	04 Mar, 2025 04:18:27 PM	0:05:34		Internal
596115475283			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		06 Mar, 2025 11:00:24 AM	12 Mar, 2025 10:18:18 AM	04 Mar, 2025 04:18:27 PM	0:05:34		Internal
596115475283			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Mar, 2025 11:00:24 AM	12 Mar, 2025 10:18:18 AM	04 Mar, 2025 04:18:27 PM	0:05:34		Internal
596115475283			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Mar, 2025 11:00:24 AM	12 Mar, 2025 10:18:18 AM	04 Mar, 2025 04:18:27 PM	0:05:34		Internal
596115475283			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Mar, 2025 11:00:24 AM	12 Mar, 2025 10:18:18 AM	04 Mar, 2025 04:18:27 PM	0:05:34		Internal
596115569716			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Mar, 2025 11:00:21 AM	12 Mar, 2025 12:39:45 PM	04 Mar, 2025 09:26:31 PM	0:04:51		Internal
596115569716			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Mar, 2025 11:00:21 AM	12 Mar, 2025 12:39:45 PM	04 Mar, 2025 09:26:31 PM	0:04:51		Internal
596115569716			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Mar, 2025 11:00:21 AM	12 Mar, 2025 12:39:45 PM	04 Mar, 2025 09:26:31 PM	0:04:51		Internal
596115569716			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Mar, 2025 11:00:21 AM	12 Mar, 2025 12:39:45 PM	04 Mar, 2025 09:26:31 PM	0:04:51		Internal
596115569716			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Mar, 2025 11:00:21 AM	12 Mar, 2025 12:39:45 PM	04 Mar, 2025 09:26:31 PM	0:04:51		Internal
596115569716			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Mar, 2025 11:00:21 AM	12 Mar, 2025 12:39:45 PM	04 Mar, 2025 09:26:31 PM	0:04:51		Internal
596115569716			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Mar, 2025 11:00:21 AM	12 Mar, 2025 12:39:45 PM	04 Mar, 2025 09:26:31 PM	0:04:51		Internal
596115569716			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Mar, 2025 11:00:21 AM	12 Mar, 2025 12:39:45 PM	04 Mar, 2025 09:26:31 PM	0:04:51		Internal
596115569716			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Mar, 2025 11:00:21 AM	12 Mar, 2025 12:39:45 PM	04 Mar, 2025 09:26:31 PM	0:04:51		Internal
596115569716			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Mar, 2025 11:00:21 AM	12 Mar, 2025 12:39:45 PM	04 Mar, 2025 09:26:31 PM	0:04:51		Internal
596115569716			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Mar, 2025 11:00:21 AM	12 Mar, 2025 12:39:45 PM	04 Mar, 2025 09:26:31 PM	0:04:51		Internal
596115569716			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Mar, 2025 11:00:21 AM	12 Mar, 2025 12:39:45 PM	04 Mar, 2025 09:26:31 PM	0:04:51		Internal
596115569716			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Mar, 2025 11:00:21 AM	12 Mar, 2025 12:39:45 PM	04 Mar, 2025 09:26:31 PM	0:04:51		Internal
596115569716			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Mar, 2025 11:00:21 AM	12 Mar, 2025 12:39:45 PM	04 Mar, 2025 09:26:31 PM	0:04:51		Internal
596115569716			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Mar, 2025 11:00:21 AM	12 Mar, 2025 12:39:45 PM	04 Mar, 2025 09:26:31 PM	0:04:51		Internal
596115569716			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Mar, 2025 11:00:21 AM	12 Mar, 2025 12:39:45 PM	04 Mar, 2025 09:26:31 PM	0:04:51		Internal
596115569716			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Mar, 2025 11:00:21 AM	12 Mar, 2025 12:39:45 PM	04 Mar, 2025 09:26:31 PM	0:04:51		Internal
596115569716			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Mar, 2025 11:00:21 AM	12 Mar, 2025 12:39:45 PM	04 Mar, 2025 09:26:31 PM	0:04:51		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596115569716	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	06 Mar, 2025 11:00:21 AM	12 Mar, 2025 12:39:45 PM	04 Mar, 2025 09:26:31 PM	0:04:51		Internal
596115569716			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Mar, 2025 11:00:21 AM	12 Mar, 2025 12:39:45 PM	04 Mar, 2025 09:26:31 PM	0:04:51		Internal
596115569716			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Mar, 2025 11:00:21 AM	12 Mar, 2025 12:39:45 PM	04 Mar, 2025 09:26:31 PM	0:04:51		Internal
596115569716			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Mar, 2025 11:00:21 AM	12 Mar, 2025 12:39:45 PM	04 Mar, 2025 09:26:31 PM	0:04:51		Internal
596115569716			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		06 Mar, 2025 11:00:21 AM	12 Mar, 2025 12:39:45 PM	04 Mar, 2025 09:26:31 PM	0:04:51		Internal
596115569716			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Mar, 2025 11:00:21 AM	12 Mar, 2025 12:39:45 PM	04 Mar, 2025 09:26:31 PM	0:04:51		Internal
596115569716			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Mar, 2025 11:00:21 AM	12 Mar, 2025 12:39:45 PM	04 Mar, 2025 09:26:31 PM	0:04:51		Internal
596115569716			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Mar, 2025 11:00:21 AM	12 Mar, 2025 12:39:45 PM	04 Mar, 2025 09:26:31 PM	0:04:51		Internal
596115949014			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Mar, 2025 12:55:09 PM	12 Mar, 2025 01:09:20 PM	06 Mar, 2025 11:12:30 PM	0:03:39		Internal
596115949014			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Mar, 2025 12:55:09 PM	12 Mar, 2025 01:09:20 PM	06 Mar, 2025 11:12:30 PM	0:03:39		Internal
596115949014			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Mar, 2025 12:55:09 PM	12 Mar, 2025 01:09:20 PM	06 Mar, 2025 11:12:30 PM	0:03:39		Internal
596115949014			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Mar, 2025 12:55:09 PM	12 Mar, 2025 01:09:20 PM	06 Mar, 2025 11:12:30 PM	0:03:39		Internal
596115949014			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Mar, 2025 12:55:09 PM	12 Mar, 2025 01:09:20 PM	06 Mar, 2025 11:12:30 PM	0:03:39		Internal
596115949014			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Mar, 2025 12:55:09 PM	12 Mar, 2025 01:09:20 PM	06 Mar, 2025 11:12:30 PM	0:03:39		Internal
596115949014			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Mar, 2025 12:55:09 PM	12 Mar, 2025 01:09:20 PM	06 Mar, 2025 11:12:30 PM	0:03:39		Internal
596115949014			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Mar, 2025 12:55:09 PM	12 Mar, 2025 01:09:20 PM	06 Mar, 2025 11:12:30 PM	0:03:39		Internal
596115949014			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Mar, 2025 12:55:09 PM	12 Mar, 2025 01:09:20 PM	06 Mar, 2025 11:12:30 PM	0:03:39		Internal
596115949014			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Mar, 2025 12:55:09 PM	12 Mar, 2025 01:09:20 PM	06 Mar, 2025 11:12:30 PM	0:03:39		Internal
596115949014			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Mar, 2025 12:55:09 PM	12 Mar, 2025 01:09:20 PM	06 Mar, 2025 11:12:30 PM	0:03:39		Internal
596115949014			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Mar, 2025 12:55:09 PM	12 Mar, 2025 01:09:20 PM	06 Mar, 2025 11:12:30 PM	0:03:39		Internal
596115949014			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Mar, 2025 12:55:09 PM	12 Mar, 2025 01:09:20 PM	06 Mar, 2025 11:12:30 PM	0:03:39		Internal
596115949014			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Mar, 2025 12:55:09 PM	12 Mar, 2025 01:09:20 PM	06 Mar, 2025 11:12:30 PM	0:03:39		Internal
596115949014			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Mar, 2025 12:55:09 PM	12 Mar, 2025 01:09:20 PM	06 Mar, 2025 11:12:30 PM	0:03:39		Internal
596115949014			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Mar, 2025 12:55:09 PM	12 Mar, 2025 01:09:20 PM	06 Mar, 2025 11:12:30 PM	0:03:39		Internal
596115949014			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Mar, 2025 12:55:09 PM	12 Mar, 2025 01:09:20 PM	06 Mar, 2025 11:12:30 PM	0:03:39		Internal
596115949014			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Mar, 2025 12:55:09 PM	12 Mar, 2025 01:09:20 PM	06 Mar, 2025 11:12:30 PM	0:03:39		Internal
596115949014			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Mar, 2025 12:55:09 PM	12 Mar, 2025 01:09:20 PM	06 Mar, 2025 11:12:30 PM	0:03:39		Internal
596115949014			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Mar, 2025 12:55:09 PM	12 Mar, 2025 01:09:20 PM	06 Mar, 2025 11:12:30 PM	0:03:39		Internal
596115949014			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Mar, 2025 12:55:09 PM	12 Mar, 2025 01:09:20 PM	06 Mar, 2025 11:12:30 PM	0:03:39		Internal
596115949014			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Mar, 2025 12:55:09 PM	12 Mar, 2025 01:09:20 PM	06 Mar, 2025 11:12:30 PM	0:03:39		Internal
596115949014			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		12 Mar, 2025 12:55:09 PM	12 Mar, 2025 01:09:20 PM	06 Mar, 2025 11:12:30 PM	0:03:39		Internal
596115949014			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Mar, 2025 12:55:09 PM	12 Mar, 2025 01:09:20 PM	06 Mar, 2025 11:12:30 PM	0:03:39		Internal
596115949014			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Mar, 2025 12:55:09 PM	12 Mar, 2025 01:09:20 PM	06 Mar, 2025 11:12:30 PM	0:03:39		Internal
596115949014			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Mar, 2025 12:55:09 PM	12 Mar, 2025 01:09:20 PM	06 Mar, 2025 11:12:30 PM	0:03:39		Internal
596116347197			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Mar, 2025 01:20:23 PM	12 Mar, 2025 01:23:05 PM	10 Mar, 2025 03:57:25 PM	0:03:02		Internal
596116347197			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Mar, 2025 01:20:23 PM	12 Mar, 2025 01:23:05 PM	10 Mar, 2025 03:57:25 PM	0:03:02		Internal
596116347197			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Mar, 2025 01:20:23 PM	12 Mar, 2025 01:23:05 PM	10 Mar, 2025 03:57:25 PM	0:03:02		Internal
596116347197			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Mar, 2025 01:20:23 PM	12 Mar, 2025 01:23:05 PM	10 Mar, 2025 03:57:25 PM	0:03:02		Internal
596116347197			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Mar, 2025 01:20:23 PM	12 Mar, 2025 01:23:05 PM	10 Mar, 2025 03:57:25 PM	0:03:02		Internal
596116347197			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Mar, 2025 01:20:23 PM	12 Mar, 2025 01:23:05 PM	10 Mar, 2025 03:57:25 PM	0:03:02		Internal
596116347197			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Mar, 2025 01:20:23 PM	12 Mar, 2025 01:23:05 PM	10 Mar, 2025 03:57:25 PM	0:03:02		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596116347197	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	[redacted]	12 Mar, 2025 01:20:23 PM	12 Mar, 2025 01:23:05 PM	10 Mar, 2025 03:57:25 PM	0:03:02		Internal
596116347197			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Mar, 2025 01:20:23 PM	12 Mar, 2025 01:23:05 PM	10 Mar, 2025 03:57:25 PM	0:03:02		Internal
596116347197			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Mar, 2025 01:20:23 PM	12 Mar, 2025 01:23:05 PM	10 Mar, 2025 03:57:25 PM	0:03:02		Internal
596116347197			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Mar, 2025 01:20:23 PM	12 Mar, 2025 01:23:05 PM	10 Mar, 2025 03:57:25 PM	0:03:02		Internal
596116347197			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Mar, 2025 01:20:23 PM	12 Mar, 2025 01:23:05 PM	10 Mar, 2025 03:57:25 PM	0:03:02		Internal
596116347197			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Mar, 2025 01:20:23 PM	12 Mar, 2025 01:23:05 PM	10 Mar, 2025 03:57:25 PM	0:03:02		Internal
596116347197			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Mar, 2025 01:20:23 PM	12 Mar, 2025 01:23:05 PM	10 Mar, 2025 03:57:25 PM	0:03:02		Internal
596116347197			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Mar, 2025 01:20:23 PM	12 Mar, 2025 01:23:05 PM	10 Mar, 2025 03:57:25 PM	0:03:02		Internal
596116347197			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Mar, 2025 01:20:23 PM	12 Mar, 2025 01:23:05 PM	10 Mar, 2025 03:57:25 PM	0:03:02		Internal
596116347197			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Mar, 2025 01:20:23 PM	12 Mar, 2025 01:23:05 PM	10 Mar, 2025 03:57:25 PM	0:03:02		Internal
596116347197			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Mar, 2025 01:20:23 PM	12 Mar, 2025 01:23:05 PM	10 Mar, 2025 03:57:25 PM	0:03:02		Internal
596116347197			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Mar, 2025 01:20:23 PM	12 Mar, 2025 01:23:05 PM	10 Mar, 2025 03:57:25 PM	0:03:02		Internal
596116347197			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Mar, 2025 01:20:23 PM	12 Mar, 2025 01:23:05 PM	10 Mar, 2025 03:57:25 PM	0:03:02		Internal
596116347197			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Mar, 2025 01:20:23 PM	12 Mar, 2025 01:23:05 PM	10 Mar, 2025 03:57:25 PM	0:03:02		Internal
596116347197			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Mar, 2025 01:20:23 PM	12 Mar, 2025 01:23:05 PM	10 Mar, 2025 03:57:25 PM	0:03:02		Internal
596116347197			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		12 Mar, 2025 01:20:23 PM	12 Mar, 2025 01:23:05 PM	10 Mar, 2025 03:57:25 PM	0:03:02		Internal
596116347197			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Mar, 2025 01:20:23 PM	12 Mar, 2025 01:23:05 PM	10 Mar, 2025 03:57:25 PM	0:03:02		Internal
596116347197			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Mar, 2025 01:20:23 PM	12 Mar, 2025 01:23:05 PM	10 Mar, 2025 03:57:25 PM	0:03:02		Internal
596116347197			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Mar, 2025 01:20:23 PM	12 Mar, 2025 01:23:05 PM	10 Mar, 2025 03:57:25 PM	0:03:02		Internal
597057629365			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Mar, 2025 02:02:27 PM	12 Mar, 2025 02:12:17 PM	11 Mar, 2025 09:28:08 PM	0:03:01		Internal
597057629365			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Mar, 2025 02:02:27 PM	12 Mar, 2025 02:12:17 PM	11 Mar, 2025 09:28:08 PM	0:03:01		Internal
597057629365			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Mar, 2025 02:02:27 PM	12 Mar, 2025 02:12:17 PM	11 Mar, 2025 09:28:08 PM	0:03:01		Internal
597057629365			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Mar, 2025 02:02:27 PM	12 Mar, 2025 02:12:17 PM	11 Mar, 2025 09:28:08 PM	0:03:01		Internal
597057629365			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Mar, 2025 02:02:27 PM	12 Mar, 2025 02:12:17 PM	11 Mar, 2025 09:28:08 PM	0:03:01		Internal
597057629365			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Mar, 2025 02:02:27 PM	12 Mar, 2025 02:12:17 PM	11 Mar, 2025 09:28:08 PM	0:03:01		Internal
597057629365			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Mar, 2025 02:02:27 PM	12 Mar, 2025 02:12:17 PM	11 Mar, 2025 09:28:08 PM	0:03:01		Internal
597057629365			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Mar, 2025 02:02:27 PM	12 Mar, 2025 02:12:17 PM	11 Mar, 2025 09:28:08 PM	0:03:01		Internal
597057629365			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Mar, 2025 02:02:27 PM	12 Mar, 2025 02:12:17 PM	11 Mar, 2025 09:28:08 PM	0:03:01		Internal
597057629365			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Mar, 2025 02:02:27 PM	12 Mar, 2025 02:12:17 PM	11 Mar, 2025 09:28:08 PM	0:03:01		Internal
597057629365			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Mar, 2025 02:02:27 PM	12 Mar, 2025 02:12:17 PM	11 Mar, 2025 09:28:08 PM	0:03:01		Internal
597057629365			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Mar, 2025 02:02:27 PM	12 Mar, 2025 02:12:17 PM	11 Mar, 2025 09:28:08 PM	0:03:01		Internal
597057629365			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Mar, 2025 02:02:27 PM	12 Mar, 2025 02:12:17 PM	11 Mar, 2025 09:28:08 PM	0:03:01		Internal
597057629365			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Mar, 2025 02:02:27 PM	12 Mar, 2025 02:12:17 PM	11 Mar, 2025 09:28:08 PM	0:03:01		Internal
597057629365			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Mar, 2025 02:02:27 PM	12 Mar, 2025 02:12:17 PM	11 Mar, 2025 09:28:08 PM	0:03:01		Internal
597057629365			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Mar, 2025 02:02:27 PM	12 Mar, 2025 02:12:17 PM	11 Mar, 2025 09:28:08 PM	0:03:01		Internal
597057629365			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Mar, 2025 02:02:27 PM	12 Mar, 2025 02:12:17 PM	11 Mar, 2025 09:28:08 PM	0:03:01		Internal
597057629365			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Mar, 2025 02:02:27 PM	12 Mar, 2025 02:12:17 PM	11 Mar, 2025 09:28:08 PM	0:03:01		Internal
597057629365			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Mar, 2025 02:02:27 PM	12 Mar, 2025 02:12:17 PM	11 Mar, 2025 09:28:08 PM	0:03:01		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597057629365	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	[redacted]	12 Mar, 2025 02:02:27 PM	12 Mar, 2025 02:12:17 PM	11 Mar, 2025 09:28:08 PM	0:03:01		Internal
597057629365			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Mar, 2025 02:02:27 PM	12 Mar, 2025 02:12:17 PM	11 Mar, 2025 09:28:08 PM	0:03:01		Internal
597057629365			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Mar, 2025 02:02:27 PM	12 Mar, 2025 02:12:17 PM	11 Mar, 2025 09:28:08 PM	0:03:01		Internal
597057629365			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		12 Mar, 2025 02:02:27 PM	12 Mar, 2025 02:12:17 PM	11 Mar, 2025 09:28:08 PM	0:03:01		Internal
597057629365			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Mar, 2025 02:02:27 PM	12 Mar, 2025 02:12:17 PM	11 Mar, 2025 09:28:08 PM	0:03:01		Internal
597057629365			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Mar, 2025 02:02:27 PM	12 Mar, 2025 02:12:17 PM	11 Mar, 2025 09:28:08 PM	0:03:01		Internal
597057629365			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Mar, 2025 02:02:27 PM	12 Mar, 2025 02:12:17 PM	11 Mar, 2025 09:28:08 PM	0:03:01		Internal
596116326217			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Mar, 2025 03:31:23 PM	12 Mar, 2025 03:08:04 PM	10 Mar, 2025 02:59:41 PM	0:03:31		Internal
596116326217			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Mar, 2025 03:31:23 PM	12 Mar, 2025 03:08:04 PM	10 Mar, 2025 02:59:41 PM	0:03:31		Internal
596116326217			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Mar, 2025 03:31:23 PM	12 Mar, 2025 03:08:04 PM	10 Mar, 2025 02:59:41 PM	0:03:31		Internal
596116326217			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Mar, 2025 03:31:23 PM	12 Mar, 2025 03:08:04 PM	10 Mar, 2025 02:59:41 PM	0:03:31		Internal
596116326217			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Mar, 2025 03:31:23 PM	12 Mar, 2025 03:08:04 PM	10 Mar, 2025 02:59:41 PM	0:03:31		Internal
596116326217			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Mar, 2025 03:31:23 PM	12 Mar, 2025 03:08:04 PM	10 Mar, 2025 02:59:41 PM	0:03:31		Internal
596116326217			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Mar, 2025 03:31:23 PM	12 Mar, 2025 03:08:04 PM	10 Mar, 2025 02:59:41 PM	0:03:31		Internal
596116326217			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Mar, 2025 03:31:23 PM	12 Mar, 2025 03:08:04 PM	10 Mar, 2025 02:59:41 PM	0:03:31		Internal
596116326217			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Mar, 2025 03:31:23 PM	12 Mar, 2025 03:08:04 PM	10 Mar, 2025 02:59:41 PM	0:03:31		Internal
596116326217			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Mar, 2025 03:31:23 PM	12 Mar, 2025 03:08:04 PM	10 Mar, 2025 02:59:41 PM	0:03:31		Internal
596116326217			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Mar, 2025 03:31:23 PM	12 Mar, 2025 03:08:04 PM	10 Mar, 2025 02:59:41 PM	0:03:31		Internal
596116326217			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Mar, 2025 03:31:23 PM	12 Mar, 2025 03:08:04 PM	10 Mar, 2025 02:59:41 PM	0:03:31		Internal
596116326217			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Mar, 2025 03:31:23 PM	12 Mar, 2025 03:08:04 PM	10 Mar, 2025 02:59:41 PM	0:03:31		Internal
596116326217			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Mar, 2025 03:31:23 PM	12 Mar, 2025 03:08:04 PM	10 Mar, 2025 02:59:41 PM	0:03:31		Internal
596116326217			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Mar, 2025 03:31:23 PM	12 Mar, 2025 03:08:04 PM	10 Mar, 2025 02:59:41 PM	0:03:31		Internal
596116326217			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Mar, 2025 03:31:23 PM	12 Mar, 2025 03:08:04 PM	10 Mar, 2025 02:59:41 PM	0:03:31		Internal
596116326217			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Mar, 2025 03:31:23 PM	12 Mar, 2025 03:08:04 PM	10 Mar, 2025 02:59:41 PM	0:03:31		Internal
596116326217			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Mar, 2025 03:31:23 PM	12 Mar, 2025 03:08:04 PM	10 Mar, 2025 02:59:41 PM	0:03:31		Internal
596116326217			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Mar, 2025 03:31:23 PM	12 Mar, 2025 03:08:04 PM	10 Mar, 2025 02:59:41 PM	0:03:31		Internal
596116326217			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Mar, 2025 03:31:23 PM	12 Mar, 2025 03:08:04 PM	10 Mar, 2025 02:59:41 PM	0:03:31		Internal
596116326217			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Mar, 2025 03:31:23 PM	12 Mar, 2025 03:08:04 PM	10 Mar, 2025 02:59:41 PM	0:03:31		Internal
596116326217			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Mar, 2025 03:31:23 PM	12 Mar, 2025 03:08:04 PM	10 Mar, 2025 02:59:41 PM	0:03:31		Internal
596116326217			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Mar, 2025 03:31:23 PM	12 Mar, 2025 03:08:04 PM	10 Mar, 2025 02:59:41 PM	0:03:31		Internal
596116326217			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Mar, 2025 03:31:23 PM	12 Mar, 2025 03:08:04 PM	10 Mar, 2025 02:59:41 PM	0:03:31		Internal
596116326217			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Mar, 2025 03:31:23 PM	12 Mar, 2025 03:08:04 PM	10 Mar, 2025 02:59:41 PM	0:03:31		Internal
596116326217			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Mar, 2025 03:31:23 PM	12 Mar, 2025 03:08:04 PM	10 Mar, 2025 02:59:41 PM	0:03:31		Internal
596115961058			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Mar, 2025 04:05:38 PM	12 Mar, 2025 04:11:29 PM	07 Mar, 2025 08:31:10 AM	0:02:34		Internal
596115961058			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Mar, 2025 04:05:38 PM	12 Mar, 2025 04:11:29 PM	07 Mar, 2025 08:31:10 AM	0:02:34		Internal
596115961058			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Mar, 2025 04:05:38 PM	12 Mar, 2025 04:11:29 PM	07 Mar, 2025 08:31:10 AM	0:02:34		Internal
596115961058			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Mar, 2025 04:05:38 PM	12 Mar, 2025 04:11:29 PM	07 Mar, 2025 08:31:10 AM	0:02:34		Internal
596115961058			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Mar, 2025 04:05:38 PM	12 Mar, 2025 04:11:29 PM	07 Mar, 2025 08:31:10 AM	0:02:34		Internal
596115961058			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Mar, 2025 04:05:38 PM	12 Mar, 2025 04:11:29 PM	07 Mar, 2025 08:31:10 AM	0:02:34		Internal
596115961058			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Mar, 2025 04:05:38 PM	12 Mar, 2025 04:11:29 PM	07 Mar, 2025 08:31:10 AM	0:02:34		Internal
596115961058			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Mar, 2025 04:05:38 PM	12 Mar, 2025 04:11:29 PM	07 Mar, 2025 08:31:10 AM	0:02:34		Internal
596115961058			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Mar, 2025 04:05:38 PM	12 Mar, 2025 04:11:29 PM	07 Mar, 2025 08:31:10 AM	0:02:34		Internal
596115961058			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Mar, 2025 04:05:38 PM	12 Mar, 2025 04:11:29 PM	07 Mar, 2025 08:31:10 AM	0:02:34		Internal
596115961058			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Mar, 2025 04:05:38 PM	12 Mar, 2025 04:11:29 PM	07 Mar, 2025 08:31:10 AM	0:02:34		Internal
596115961058			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Mar, 2025 04:05:38 PM	12 Mar, 2025 04:11:29 PM	07 Mar, 2025 08:31:10 AM	0:02:34		Internal
596115961058			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Mar, 2025 04:05:38 PM	12 Mar, 2025 04:11:29 PM	07 Mar, 2025 08:31:10 AM	0:02:34		Internal
596115961058			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Mar, 2025 04:05:38 PM	12 Mar, 2025 04:11:29 PM	07 Mar, 2025 08:31:10 AM	0:02:34		Internal
596115961058			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Mar, 2025 04:05:38 PM	12 Mar, 2025 04:11:29 PM	07 Mar, 2025 08:31:10 AM	0:02:34		Internal
596115961058			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Mar, 2025 04:05:38 PM	12 Mar, 2025 04:11:29 PM	07 Mar, 2025 08:31:10 AM	0:02:34		Internal
596115961058			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Mar, 2025 04:05:38 PM	12 Mar, 2025 04:11:29 PM	07 Mar, 2025 08:31:10 AM	0:02:34		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596115961058	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	[redacted]	12 Mar, 2025 04:05:38 PM	12 Mar, 2025 04:11:29 PM	07 Mar, 2025 08:31:10 AM	0:02:34		Internal
596115961058			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Mar, 2025 04:05:38 PM	12 Mar, 2025 04:11:29 PM	07 Mar, 2025 08:31:10 AM	0:02:34		Internal
596115961058			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Mar, 2025 04:05:38 PM	12 Mar, 2025 04:11:29 PM	07 Mar, 2025 08:31:10 AM	0:02:34		Internal
596115961058			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Mar, 2025 04:05:38 PM	12 Mar, 2025 04:11:29 PM	07 Mar, 2025 08:31:10 AM	0:02:34		Internal
596115961058			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Mar, 2025 04:05:38 PM	12 Mar, 2025 04:11:29 PM	07 Mar, 2025 08:31:10 AM	0:02:34		Internal
596115961058			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		12 Mar, 2025 04:05:38 PM	12 Mar, 2025 04:11:29 PM	07 Mar, 2025 08:31:10 AM	0:02:34		Internal
596115961058			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Mar, 2025 04:05:38 PM	12 Mar, 2025 04:11:29 PM	07 Mar, 2025 08:31:10 AM	0:02:34		Internal
596115961058			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Mar, 2025 04:05:38 PM	12 Mar, 2025 04:11:29 PM	07 Mar, 2025 08:31:10 AM	0:02:34		Internal
596115961058			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Mar, 2025 04:05:38 PM	12 Mar, 2025 04:11:29 PM	07 Mar, 2025 08:31:10 AM	0:02:34		Internal
596115486256			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Mar, 2025 11:00:26 PM	12 Mar, 2025 04:14:42 PM	04 Mar, 2025 04:54:48 PM	0:02:48		Internal
596115486256			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Mar, 2025 11:00:26 PM	12 Mar, 2025 04:14:42 PM	04 Mar, 2025 04:54:48 PM	0:02:48		Internal
596115486256			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Mar, 2025 11:00:26 PM	12 Mar, 2025 04:14:42 PM	04 Mar, 2025 04:54:48 PM	0:02:48		Internal
596115486256			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Mar, 2025 11:00:26 PM	12 Mar, 2025 04:14:42 PM	04 Mar, 2025 04:54:48 PM	0:02:48		Internal
596115486256			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Mar, 2025 11:00:26 PM	12 Mar, 2025 04:14:42 PM	04 Mar, 2025 04:54:48 PM	0:02:48		Internal
596115486256			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 Mar, 2025 11:00:26 PM	12 Mar, 2025 04:14:42 PM	04 Mar, 2025 04:54:48 PM	0:02:48		Internal
596115486256			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 Mar, 2025 11:00:26 PM	12 Mar, 2025 04:14:42 PM	04 Mar, 2025 04:54:48 PM	0:02:48		Internal
596115486256			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Mar, 2025 11:00:26 PM	12 Mar, 2025 04:14:42 PM	04 Mar, 2025 04:54:48 PM	0:02:48		Internal
596115486256			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Mar, 2025 11:00:26 PM	12 Mar, 2025 04:14:42 PM	04 Mar, 2025 04:54:48 PM	0:02:48		Internal
596115486256			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 Mar, 2025 11:00:26 PM	12 Mar, 2025 04:14:42 PM	04 Mar, 2025 04:54:48 PM	0:02:48		Internal
596115486256			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 Mar, 2025 11:00:26 PM	12 Mar, 2025 04:14:42 PM	04 Mar, 2025 04:54:48 PM	0:02:48		Internal
596115486256			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Mar, 2025 11:00:26 PM	12 Mar, 2025 04:14:42 PM	04 Mar, 2025 04:54:48 PM	0:02:48		Internal
596115486256			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Mar, 2025 11:00:26 PM	12 Mar, 2025 04:14:42 PM	04 Mar, 2025 04:54:48 PM	0:02:48		Internal
596115486256			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 Mar, 2025 11:00:26 PM	12 Mar, 2025 04:14:42 PM	04 Mar, 2025 04:54:48 PM	0:02:48		Internal
596115486256			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 Mar, 2025 11:00:26 PM	12 Mar, 2025 04:14:42 PM	04 Mar, 2025 04:54:48 PM	0:02:48		Internal
596115486256			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Mar, 2025 11:00:26 PM	12 Mar, 2025 04:14:42 PM	04 Mar, 2025 04:54:48 PM	0:02:48		Internal
596115486256			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Mar, 2025 11:00:26 PM	12 Mar, 2025 04:14:42 PM	04 Mar, 2025 04:54:48 PM	0:02:48		Internal
596115486256			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 Mar, 2025 11:00:26 PM	12 Mar, 2025 04:14:42 PM	04 Mar, 2025 04:54:48 PM	0:02:48		Internal
596115486256			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Mar, 2025 11:00:26 PM	12 Mar, 2025 04:14:42 PM	04 Mar, 2025 04:54:48 PM	0:02:48		Internal
596115486256			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Mar, 2025 11:00:26 PM	12 Mar, 2025 04:14:42 PM	04 Mar, 2025 04:54:48 PM	0:02:48		Internal
596115486256			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Mar, 2025 11:00:26 PM	12 Mar, 2025 04:14:42 PM	04 Mar, 2025 04:54:48 PM	0:02:48		Internal
596115486256			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Mar, 2025 11:00:26 PM	12 Mar, 2025 04:14:42 PM	04 Mar, 2025 04:54:48 PM	0:02:48		Internal
596115486256			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		05 Mar, 2025 11:00:26 PM	12 Mar, 2025 04:14:42 PM	04 Mar, 2025 04:54:48 PM	0:02:48		Internal
596115486256			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Mar, 2025 11:00:26 PM	12 Mar, 2025 04:14:42 PM	04 Mar, 2025 04:54:48 PM	0:02:48		Internal
596115486256			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Mar, 2025 11:00:26 PM	12 Mar, 2025 04:14:42 PM	04 Mar, 2025 04:54:48 PM	0:02:48		Internal
596115486256			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Mar, 2025 11:00:26 PM	12 Mar, 2025 04:14:42 PM	04 Mar, 2025 04:54:48 PM	0:02:48		Internal
596115619386			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Mar, 2025 07:00:25 PM	12 Mar, 2025 04:26:12 PM	05 Mar, 2025 01:53:21 PM	0:03:58		Internal
596115619386			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Mar, 2025 07:00:25 PM	12 Mar, 2025 04:26:12 PM	05 Mar, 2025 01:53:21 PM	0:03:58		Internal
596115619386			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Mar, 2025 07:00:25 PM	12 Mar, 2025 04:26:12 PM	05 Mar, 2025 01:53:21 PM	0:03:58		Internal
596115619386			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Mar, 2025 07:00:25 PM	12 Mar, 2025 04:26:12 PM	05 Mar, 2025 01:53:21 PM	0:03:58		Internal
596115619386			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Mar, 2025 07:00:25 PM	12 Mar, 2025 04:26:12 PM	05 Mar, 2025 01:53:21 PM	0:03:58		Internal
596115619386			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Mar, 2025 07:00:25 PM	12 Mar, 2025 04:26:12 PM	05 Mar, 2025 01:53:21 PM	0:03:58		Internal
596115619386			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Mar, 2025 07:00:25 PM	12 Mar, 2025 04:26:12 PM	05 Mar, 2025 01:53:21 PM	0:03:58		Internal
596115619386			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Mar, 2025 07:00:25 PM	12 Mar, 2025 04:26:12 PM	05 Mar, 2025 01:53:21 PM	0:03:58		Internal
596115619386			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Mar, 2025 07:00:25 PM	12 Mar, 2025 04:26:12 PM	05 Mar, 2025 01:53:21 PM	0:03:58		Internal
596115619386			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Mar, 2025 07:00:25 PM	12 Mar, 2025 04:26:12 PM	05 Mar, 2025 01:53:21 PM	0:03:58		Internal
596115619386			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Mar, 2025 07:00:25 PM	12 Mar, 2025 04:26:12 PM	05 Mar, 2025 01:53:21 PM	0:03:58		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596115619386	[redacted]	[redacted]	CTE_Bus_Solar	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	[redacted]	06 Mar, 2025 07:00:25 PM	12 Mar, 2025 04:26:12 PM	05 Mar, 2025 01:53:21 PM	0:03:58		Internal
596115619386			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Mar, 2025 07:00:25 PM	12 Mar, 2025 04:26:12 PM	05 Mar, 2025 01:53:21 PM	0:03:58		Internal
596115619386			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Mar, 2025 07:00:25 PM	12 Mar, 2025 04:26:12 PM	05 Mar, 2025 01:53:21 PM	0:03:58		Internal
596115619386			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Mar, 2025 07:00:25 PM	12 Mar, 2025 04:26:12 PM	05 Mar, 2025 01:53:21 PM	0:03:58		Internal
596115619386			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Mar, 2025 07:00:25 PM	12 Mar, 2025 04:26:12 PM	05 Mar, 2025 01:53:21 PM	0:03:58		Internal
596115619386			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Mar, 2025 07:00:25 PM	12 Mar, 2025 04:26:12 PM	05 Mar, 2025 01:53:21 PM	0:03:58		Internal
596115619386			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Mar, 2025 07:00:25 PM	12 Mar, 2025 04:26:12 PM	05 Mar, 2025 01:53:21 PM	0:03:58		Internal
596115619386			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Mar, 2025 07:00:25 PM	12 Mar, 2025 04:26:12 PM	05 Mar, 2025 01:53:21 PM	0:03:58		Internal
596115619386			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Mar, 2025 07:00:25 PM	12 Mar, 2025 04:26:12 PM	05 Mar, 2025 01:53:21 PM	0:03:58		Internal
596115619386			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Mar, 2025 07:00:25 PM	12 Mar, 2025 04:26:12 PM	05 Mar, 2025 01:53:21 PM	0:03:58		Internal
596115619386			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Mar, 2025 07:00:25 PM	12 Mar, 2025 04:26:12 PM	05 Mar, 2025 01:53:21 PM	0:03:58		Internal
596115619386			CTE_Bus_Solar		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		06 Mar, 2025 07:00:25 PM	12 Mar, 2025 04:26:12 PM	05 Mar, 2025 01:53:21 PM	0:03:58		Internal
596115619386			CTE_Bus_Solar		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Mar, 2025 07:00:25 PM	12 Mar, 2025 04:26:12 PM	05 Mar, 2025 01:53:21 PM	0:03:58		Internal
596115619386			CTE_Bus_Solar		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Mar, 2025 07:00:25 PM	12 Mar, 2025 04:26:12 PM	05 Mar, 2025 01:53:21 PM	0:03:58		Internal
596115619386			CTE_Bus_Solar		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Mar, 2025 07:00:25 PM	12 Mar, 2025 04:26:12 PM	05 Mar, 2025 01:53:21 PM	0:03:58		Internal
596115209808			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Mar, 2025 07:00:19 AM	12 Mar, 2025 04:40:26 PM	03 Mar, 2025 02:30:53 PM	0:05:19		Internal
596115209808			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Mar, 2025 07:00:19 AM	12 Mar, 2025 04:40:26 PM	03 Mar, 2025 02:30:53 PM	0:05:19		Internal
596115209808			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Mar, 2025 07:00:19 AM	12 Mar, 2025 04:40:26 PM	03 Mar, 2025 02:30:53 PM	0:05:19		Internal
596115209808			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Mar, 2025 07:00:19 AM	12 Mar, 2025 04:40:26 PM	03 Mar, 2025 02:30:53 PM	0:05:19		Internal
596115209808			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Mar, 2025 07:00:19 AM	12 Mar, 2025 04:40:26 PM	03 Mar, 2025 02:30:53 PM	0:05:19		Internal
596115209808			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 Mar, 2025 07:00:19 AM	12 Mar, 2025 04:40:26 PM	03 Mar, 2025 02:30:53 PM	0:05:19		Internal
596115209808			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 Mar, 2025 07:00:19 AM	12 Mar, 2025 04:40:26 PM	03 Mar, 2025 02:30:53 PM	0:05:19		Internal
596115209808			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Mar, 2025 07:00:19 AM	12 Mar, 2025 04:40:26 PM	03 Mar, 2025 02:30:53 PM	0:05:19		Internal
596115209808			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Mar, 2025 07:00:19 AM	12 Mar, 2025 04:40:26 PM	03 Mar, 2025 02:30:53 PM	0:05:19		Internal
596115209808			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 Mar, 2025 07:00:19 AM	12 Mar, 2025 04:40:26 PM	03 Mar, 2025 02:30:53 PM	0:05:19		Internal
596115209808			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 Mar, 2025 07:00:19 AM	12 Mar, 2025 04:40:26 PM	03 Mar, 2025 02:30:53 PM	0:05:19		Internal
596115209808			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Mar, 2025 07:00:19 AM	12 Mar, 2025 04:40:26 PM	03 Mar, 2025 02:30:53 PM	0:05:19		Internal
596115209808			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Mar, 2025 07:00:19 AM	12 Mar, 2025 04:40:26 PM	03 Mar, 2025 02:30:53 PM	0:05:19		Internal
596115209808			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 Mar, 2025 07:00:19 AM	12 Mar, 2025 04:40:26 PM	03 Mar, 2025 02:30:53 PM	0:05:19		Internal
596115209808			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 Mar, 2025 07:00:19 AM	12 Mar, 2025 04:40:26 PM	03 Mar, 2025 02:30:53 PM	0:05:19		Internal
596115209808			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Mar, 2025 07:00:19 AM	12 Mar, 2025 04:40:26 PM	03 Mar, 2025 02:30:53 PM	0:05:19		Internal
596115209808			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Mar, 2025 07:00:19 AM	12 Mar, 2025 04:40:26 PM	03 Mar, 2025 02:30:53 PM	0:05:19		Internal
596115209808			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 Mar, 2025 07:00:19 AM	12 Mar, 2025 04:40:26 PM	03 Mar, 2025 02:30:53 PM	0:05:19		Internal
596115209808			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Mar, 2025 07:00:19 AM	12 Mar, 2025 04:40:26 PM	03 Mar, 2025 02:30:53 PM	0:05:19		Internal
596115209808			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Mar, 2025 07:00:19 AM	12 Mar, 2025 04:40:26 PM	03 Mar, 2025 02:30:53 PM	0:05:19		Internal
596115209808			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Mar, 2025 07:00:19 AM	12 Mar, 2025 04:40:26 PM	03 Mar, 2025 02:30:53 PM	0:05:19		Internal
596115209808			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Mar, 2025 07:00:19 AM	12 Mar, 2025 04:40:26 PM	03 Mar, 2025 02:30:53 PM	0:05:19		Internal
596115209808			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		05 Mar, 2025 07:00:19 AM	12 Mar, 2025 04:40:26 PM	03 Mar, 2025 02:30:53 PM	0:05:19		Internal
596115209808			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Mar, 2025 07:00:19 AM	12 Mar, 2025 04:40:26 PM	03 Mar, 2025 02:30:53 PM	0:05:19		Internal
596115209808			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Mar, 2025 07:00:19 AM	12 Mar, 2025 04:40:26 PM	03 Mar, 2025 02:30:53 PM	0:05:19		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596115209808	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	[redacted]	05 Mar, 2025 07:00:19 AM	12 Mar, 2025 04:40:26 PM	03 Mar, 2025 02:30:53 PM	0:05:19		Internal
596116343473			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Mar, 2025 07:02:56 PM	12 Mar, 2025 07:07:20 PM	10 Mar, 2025 04:10:20 PM	0:02:26		Internal
596116343473			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Mar, 2025 07:02:56 PM	12 Mar, 2025 07:07:20 PM	10 Mar, 2025 04:10:20 PM	0:02:26		Internal
596116343473			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Mar, 2025 07:02:56 PM	12 Mar, 2025 07:07:20 PM	10 Mar, 2025 04:10:20 PM	0:02:26		Internal
596116343473			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Mar, 2025 07:02:56 PM	12 Mar, 2025 07:07:20 PM	10 Mar, 2025 04:10:20 PM	0:02:26		Internal
596116343473			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Mar, 2025 07:02:56 PM	12 Mar, 2025 07:07:20 PM	10 Mar, 2025 04:10:20 PM	0:02:26		Internal
596116343473			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Mar, 2025 07:02:56 PM	12 Mar, 2025 07:07:20 PM	10 Mar, 2025 04:10:20 PM	0:02:26		Internal
596116343473			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Mar, 2025 07:02:56 PM	12 Mar, 2025 07:07:20 PM	10 Mar, 2025 04:10:20 PM	0:02:26		Internal
596116343473			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Mar, 2025 07:02:56 PM	12 Mar, 2025 07:07:20 PM	10 Mar, 2025 04:10:20 PM	0:02:26		Internal
596116343473			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Mar, 2025 07:02:56 PM	12 Mar, 2025 07:07:20 PM	10 Mar, 2025 04:10:20 PM	0:02:26		Internal
596116343473			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Mar, 2025 07:02:56 PM	12 Mar, 2025 07:07:20 PM	10 Mar, 2025 04:10:20 PM	0:02:26		Internal
596116343473			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Mar, 2025 07:02:56 PM	12 Mar, 2025 07:07:20 PM	10 Mar, 2025 04:10:20 PM	0:02:26		Internal
596116343473			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Mar, 2025 07:02:56 PM	12 Mar, 2025 07:07:20 PM	10 Mar, 2025 04:10:20 PM	0:02:26		Internal
596116343473			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Mar, 2025 07:02:56 PM	12 Mar, 2025 07:07:20 PM	10 Mar, 2025 04:10:20 PM	0:02:26		Internal
596116343473			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Mar, 2025 07:02:56 PM	12 Mar, 2025 07:07:20 PM	10 Mar, 2025 04:10:20 PM	0:02:26		Internal
596116343473			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Mar, 2025 07:02:56 PM	12 Mar, 2025 07:07:20 PM	10 Mar, 2025 04:10:20 PM	0:02:26		Internal
596116343473			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Mar, 2025 07:02:56 PM	12 Mar, 2025 07:07:20 PM	10 Mar, 2025 04:10:20 PM	0:02:26		Internal
596116343473			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Mar, 2025 07:02:56 PM	12 Mar, 2025 07:07:20 PM	10 Mar, 2025 04:10:20 PM	0:02:26		Internal
596116343473			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Mar, 2025 07:02:56 PM	12 Mar, 2025 07:07:20 PM	10 Mar, 2025 04:10:20 PM	0:02:26		Internal
596116343473			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Mar, 2025 07:02:56 PM	12 Mar, 2025 07:07:20 PM	10 Mar, 2025 04:10:20 PM	0:02:26		Internal
596116343473			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Mar, 2025 07:02:56 PM	12 Mar, 2025 07:07:20 PM	10 Mar, 2025 04:10:20 PM	0:02:26		Internal
596116343473			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Mar, 2025 07:02:56 PM	12 Mar, 2025 07:07:20 PM	10 Mar, 2025 04:10:20 PM	0:02:26		Internal
596116343473			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Mar, 2025 07:02:56 PM	12 Mar, 2025 07:07:20 PM	10 Mar, 2025 04:10:20 PM	0:02:26		Internal
596116343473			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		12 Mar, 2025 07:02:56 PM	12 Mar, 2025 07:07:20 PM	10 Mar, 2025 04:10:20 PM	0:02:26		Internal
596116343473			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Mar, 2025 07:02:56 PM	12 Mar, 2025 07:07:20 PM	10 Mar, 2025 04:10:20 PM	0:02:26		Internal
596116343473			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Mar, 2025 07:02:56 PM	12 Mar, 2025 07:07:20 PM	10 Mar, 2025 04:10:20 PM	0:02:26		Internal
596116343473			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Mar, 2025 07:02:56 PM	12 Mar, 2025 07:07:20 PM	10 Mar, 2025 04:10:20 PM	0:02:26		Internal
596116125358			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Mar, 2025 06:43:03 PM	12 Mar, 2025 07:09:03 PM	07 Mar, 2025 08:41:31 PM	0:04:12		Internal
596116125358			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Mar, 2025 06:43:03 PM	12 Mar, 2025 07:09:03 PM	07 Mar, 2025 08:41:31 PM	0:04:12		Internal
596116125358			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Mar, 2025 06:43:03 PM	12 Mar, 2025 07:09:03 PM	07 Mar, 2025 08:41:31 PM	0:04:12		Internal
596116125358			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Mar, 2025 06:43:03 PM	12 Mar, 2025 07:09:03 PM	07 Mar, 2025 08:41:31 PM	0:04:12		Internal
596116125358			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Mar, 2025 06:43:03 PM	12 Mar, 2025 07:09:03 PM	07 Mar, 2025 08:41:31 PM	0:04:12		Internal
596116125358			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Mar, 2025 06:43:03 PM	12 Mar, 2025 07:09:03 PM	07 Mar, 2025 08:41:31 PM	0:04:12		Internal
596116125358			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Mar, 2025 06:43:03 PM	12 Mar, 2025 07:09:03 PM	07 Mar, 2025 08:41:31 PM	0:04:12		Internal
596116125358			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Mar, 2025 06:43:03 PM	12 Mar, 2025 07:09:03 PM	07 Mar, 2025 08:41:31 PM	0:04:12		Internal
596116125358			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Mar, 2025 06:43:03 PM	12 Mar, 2025 07:09:03 PM	07 Mar, 2025 08:41:31 PM	0:04:12		Internal
596116125358			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Mar, 2025 06:43:03 PM	12 Mar, 2025 07:09:03 PM	07 Mar, 2025 08:41:31 PM	0:04:12		Internal
596116125358			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Mar, 2025 06:43:03 PM	12 Mar, 2025 07:09:03 PM	07 Mar, 2025 08:41:31 PM	0:04:12		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596116125358	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	[redacted]	12 Mar, 2025 06:43:03 PM	12 Mar, 2025 07:09:03 PM	07 Mar, 2025 08:41:31 PM	0:04:12		Internal
596116125358			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Mar, 2025 06:43:03 PM	12 Mar, 2025 07:09:03 PM	07 Mar, 2025 08:41:31 PM	0:04:12		Internal
596116125358			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Mar, 2025 06:43:03 PM	12 Mar, 2025 07:09:03 PM	07 Mar, 2025 08:41:31 PM	0:04:12		Internal
596116125358			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Mar, 2025 06:43:03 PM	12 Mar, 2025 07:09:03 PM	07 Mar, 2025 08:41:31 PM	0:04:12		Internal
596116125358			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Mar, 2025 06:43:03 PM	12 Mar, 2025 07:09:03 PM	07 Mar, 2025 08:41:31 PM	0:04:12		Internal
596116125358			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Mar, 2025 06:43:03 PM	12 Mar, 2025 07:09:03 PM	07 Mar, 2025 08:41:31 PM	0:04:12		Internal
596116125358			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Mar, 2025 06:43:03 PM	12 Mar, 2025 07:09:03 PM	07 Mar, 2025 08:41:31 PM	0:04:12		Internal
596116125358			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Mar, 2025 06:43:03 PM	12 Mar, 2025 07:09:03 PM	07 Mar, 2025 08:41:31 PM	0:04:12		Internal
596116125358			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Mar, 2025 06:43:03 PM	12 Mar, 2025 07:09:03 PM	07 Mar, 2025 08:41:31 PM	0:04:12		Internal
596116125358			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Mar, 2025 06:43:03 PM	12 Mar, 2025 07:09:03 PM	07 Mar, 2025 08:41:31 PM	0:04:12		Internal
596116125358			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Mar, 2025 06:43:03 PM	12 Mar, 2025 07:09:03 PM	07 Mar, 2025 08:41:31 PM	0:04:12		Internal
596116125358			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		12 Mar, 2025 06:43:03 PM	12 Mar, 2025 07:09:03 PM	07 Mar, 2025 08:41:31 PM	0:04:12		Internal
596116125358			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Mar, 2025 06:43:03 PM	12 Mar, 2025 07:09:03 PM	07 Mar, 2025 08:41:31 PM	0:04:12		Internal
596116125358			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Mar, 2025 06:43:03 PM	12 Mar, 2025 07:09:03 PM	07 Mar, 2025 08:41:31 PM	0:04:12		Internal
596116125358			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Mar, 2025 06:43:03 PM	12 Mar, 2025 07:09:03 PM	07 Mar, 2025 08:41:31 PM	0:04:12		Internal
596115441926			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Mar, 2025 06:51:03 PM	12 Mar, 2025 07:45:24 PM	04 Mar, 2025 02:25:52 PM	0:04:14		Internal
596115441926			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Mar, 2025 06:51:03 PM	12 Mar, 2025 07:45:24 PM	04 Mar, 2025 02:25:52 PM	0:04:14		Internal
596115441926			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Mar, 2025 06:51:03 PM	12 Mar, 2025 07:45:24 PM	04 Mar, 2025 02:25:52 PM	0:04:14		Internal
596115441926			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Mar, 2025 06:51:03 PM	12 Mar, 2025 07:45:24 PM	04 Mar, 2025 02:25:52 PM	0:04:14		Internal
596115441926			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Mar, 2025 06:51:03 PM	12 Mar, 2025 07:45:24 PM	04 Mar, 2025 02:25:52 PM	0:04:14		Internal
596115441926			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Mar, 2025 06:51:03 PM	12 Mar, 2025 07:45:24 PM	04 Mar, 2025 02:25:52 PM	0:04:14		Internal
596115441926			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Mar, 2025 06:51:03 PM	12 Mar, 2025 07:45:24 PM	04 Mar, 2025 02:25:52 PM	0:04:14		Internal
596115441926			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Mar, 2025 06:51:03 PM	12 Mar, 2025 07:45:24 PM	04 Mar, 2025 02:25:52 PM	0:04:14		Internal
596115441926			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Mar, 2025 06:51:03 PM	12 Mar, 2025 07:45:24 PM	04 Mar, 2025 02:25:52 PM	0:04:14		Internal
596115441926			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Mar, 2025 06:51:03 PM	12 Mar, 2025 07:45:24 PM	04 Mar, 2025 02:25:52 PM	0:04:14		Internal
596115441926			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Mar, 2025 06:51:03 PM	12 Mar, 2025 07:45:24 PM	04 Mar, 2025 02:25:52 PM	0:04:14		Internal
596115441926			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Mar, 2025 06:51:03 PM	12 Mar, 2025 07:45:24 PM	04 Mar, 2025 02:25:52 PM	0:04:14		Internal
596115441926			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Mar, 2025 06:51:03 PM	12 Mar, 2025 07:45:24 PM	04 Mar, 2025 02:25:52 PM	0:04:14		Internal
596115441926			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Mar, 2025 06:51:03 PM	12 Mar, 2025 07:45:24 PM	04 Mar, 2025 02:25:52 PM	0:04:14		Internal
596115441926			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Mar, 2025 06:51:03 PM	12 Mar, 2025 07:45:24 PM	04 Mar, 2025 02:25:52 PM	0:04:14		Internal
596115441926			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Mar, 2025 06:51:03 PM	12 Mar, 2025 07:45:24 PM	04 Mar, 2025 02:25:52 PM	0:04:14		Internal
596115441926			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Mar, 2025 06:51:03 PM	12 Mar, 2025 07:45:24 PM	04 Mar, 2025 02:25:52 PM	0:04:14		Internal
596115441926			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Mar, 2025 06:51:03 PM	12 Mar, 2025 07:45:24 PM	04 Mar, 2025 02:25:52 PM	0:04:14		Internal
596115441926			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Mar, 2025 06:51:03 PM	12 Mar, 2025 07:45:24 PM	04 Mar, 2025 02:25:52 PM	0:04:14		Internal
596115441926			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Mar, 2025 06:51:03 PM	12 Mar, 2025 07:45:24 PM	04 Mar, 2025 02:25:52 PM	0:04:14		Internal
596115441926			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Mar, 2025 06:51:03 PM	12 Mar, 2025 07:45:24 PM	04 Mar, 2025 02:25:52 PM	0:04:14		Internal
596115441926			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Mar, 2025 06:51:03 PM	12 Mar, 2025 07:45:24 PM	04 Mar, 2025 02:25:52 PM	0:04:14		Internal
596115441926			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Mar, 2025 06:51:03 PM	12 Mar, 2025 07:45:24 PM	04 Mar, 2025 02:25:52 PM	0:04:14		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596115441926	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	[redacted]	10 Mar, 2025 06:51:03 PM	12 Mar, 2025 07:45:24 PM	04 Mar, 2025 02:25:52 PM	0:04:14		Internal
596115441926			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Mar, 2025 06:51:03 PM	12 Mar, 2025 07:45:24 PM	04 Mar, 2025 02:25:52 PM	0:04:14		Internal
596115441926			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Mar, 2025 06:51:03 PM	12 Mar, 2025 07:45:24 PM	04 Mar, 2025 02:25:52 PM	0:04:14		Internal
597057635771			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Mar, 2025 06:24:31 PM	12 Mar, 2025 08:26:34 PM	11 Mar, 2025 10:03:55 PM	0:10:00		Internal
597057635771			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Mar, 2025 06:24:31 PM	12 Mar, 2025 08:26:34 PM	11 Mar, 2025 10:03:55 PM	0:10:00		Internal
597057635771			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Mar, 2025 06:24:31 PM	12 Mar, 2025 08:26:34 PM	11 Mar, 2025 10:03:55 PM	0:10:00		Internal
597057635771			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Mar, 2025 06:24:31 PM	12 Mar, 2025 08:26:34 PM	11 Mar, 2025 10:03:55 PM	0:10:00		Internal
597057635771			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Mar, 2025 06:24:31 PM	12 Mar, 2025 08:26:34 PM	11 Mar, 2025 10:03:55 PM	0:10:00		Internal
597057635771			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Mar, 2025 06:24:31 PM	12 Mar, 2025 08:26:34 PM	11 Mar, 2025 10:03:55 PM	0:10:00		Internal
597057635771			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Mar, 2025 06:24:31 PM	12 Mar, 2025 08:26:34 PM	11 Mar, 2025 10:03:55 PM	0:10:00		Internal
597057635771			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Mar, 2025 06:24:31 PM	12 Mar, 2025 08:26:34 PM	11 Mar, 2025 10:03:55 PM	0:10:00		Internal
597057635771			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Mar, 2025 06:24:31 PM	12 Mar, 2025 08:26:34 PM	11 Mar, 2025 10:03:55 PM	0:10:00		Internal
597057635771			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Mar, 2025 06:24:31 PM	12 Mar, 2025 08:26:34 PM	11 Mar, 2025 10:03:55 PM	0:10:00		Internal
597057635771			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Mar, 2025 06:24:31 PM	12 Mar, 2025 08:26:34 PM	11 Mar, 2025 10:03:55 PM	0:10:00		Internal
597057635771			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Mar, 2025 06:24:31 PM	12 Mar, 2025 08:26:34 PM	11 Mar, 2025 10:03:55 PM	0:10:00		Internal
597057635771			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Mar, 2025 06:24:31 PM	12 Mar, 2025 08:26:34 PM	11 Mar, 2025 10:03:55 PM	0:10:00		Internal
597057635771			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Mar, 2025 06:24:31 PM	12 Mar, 2025 08:26:34 PM	11 Mar, 2025 10:03:55 PM	0:10:00		Internal
597057635771			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Mar, 2025 06:24:31 PM	12 Mar, 2025 08:26:34 PM	11 Mar, 2025 10:03:55 PM	0:10:00		Internal
597057635771			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Mar, 2025 06:24:31 PM	12 Mar, 2025 08:26:34 PM	11 Mar, 2025 10:03:55 PM	0:10:00		Internal
597057635771			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Mar, 2025 06:24:31 PM	12 Mar, 2025 08:26:34 PM	11 Mar, 2025 10:03:55 PM	0:10:00		Internal
597057635771			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Mar, 2025 06:24:31 PM	12 Mar, 2025 08:26:34 PM	11 Mar, 2025 10:03:55 PM	0:10:00		Internal
597057635771			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Mar, 2025 06:24:31 PM	12 Mar, 2025 08:26:34 PM	11 Mar, 2025 10:03:55 PM	0:10:00		Internal
597057635771			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Mar, 2025 06:24:31 PM	12 Mar, 2025 08:26:34 PM	11 Mar, 2025 10:03:55 PM	0:10:00		Internal
597057635771			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Mar, 2025 06:24:31 PM	12 Mar, 2025 08:26:34 PM	11 Mar, 2025 10:03:55 PM	0:10:00		Internal
597057635771			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Mar, 2025 06:24:31 PM	12 Mar, 2025 08:26:34 PM	11 Mar, 2025 10:03:55 PM	0:10:00		Internal
597057635771			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		12 Mar, 2025 06:24:31 PM	12 Mar, 2025 08:26:34 PM	11 Mar, 2025 10:03:55 PM	0:10:00		Internal
597057635771			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Mar, 2025 06:24:31 PM	12 Mar, 2025 08:26:34 PM	11 Mar, 2025 10:03:55 PM	0:10:00		Internal
597057635771			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Mar, 2025 06:24:31 PM	12 Mar, 2025 08:26:34 PM	11 Mar, 2025 10:03:55 PM	0:10:00		Internal
597057635771			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Mar, 2025 06:24:31 PM	12 Mar, 2025 08:26:34 PM	11 Mar, 2025 10:03:55 PM	0:10:00		Internal
596116361016			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Mar, 2025 04:44:24 PM	12 Mar, 2025 08:35:04 PM	10 Mar, 2025 04:38:44 PM	0:02:10		Internal
596116361016			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Mar, 2025 04:44:24 PM	12 Mar, 2025 08:35:04 PM	10 Mar, 2025 04:38:44 PM	0:02:10		Internal
596116361016			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Mar, 2025 04:44:24 PM	12 Mar, 2025 08:35:04 PM	10 Mar, 2025 04:38:44 PM	0:02:10		Internal
596116361016			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Mar, 2025 04:44:24 PM	12 Mar, 2025 08:35:04 PM	10 Mar, 2025 04:38:44 PM	0:02:10		Internal
596116361016			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Mar, 2025 04:44:24 PM	12 Mar, 2025 08:35:04 PM	10 Mar, 2025 04:38:44 PM	0:02:10		Internal
596116361016			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Mar, 2025 04:44:24 PM	12 Mar, 2025 08:35:04 PM	10 Mar, 2025 04:38:44 PM	0:02:10		Internal
596116361016			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Mar, 2025 04:44:24 PM	12 Mar, 2025 08:35:04 PM	10 Mar, 2025 04:38:44 PM	0:02:10		Internal
596116361016			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Mar, 2025 04:44:24 PM	12 Mar, 2025 08:35:04 PM	10 Mar, 2025 04:38:44 PM	0:02:10		Internal
596116361016			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Mar, 2025 04:44:24 PM	12 Mar, 2025 08:35:04 PM	10 Mar, 2025 04:38:44 PM	0:02:10		Internal
596116361016			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Mar, 2025 04:44:24 PM	12 Mar, 2025 08:35:04 PM	10 Mar, 2025 04:38:44 PM	0:02:10		Internal
596116361016			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Mar, 2025 04:44:24 PM	12 Mar, 2025 08:35:04 PM	10 Mar, 2025 04:38:44 PM	0:02:10		Internal
596116361016			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Mar, 2025 04:44:24 PM	12 Mar, 2025 08:35:04 PM	10 Mar, 2025 04:38:44 PM	0:02:10		Internal
596116361016			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Mar, 2025 04:44:24 PM	12 Mar, 2025 08:35:04 PM	10 Mar, 2025 04:38:44 PM	0:02:10		Internal
596116361016			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Mar, 2025 04:44:24 PM	12 Mar, 2025 08:35:04 PM	10 Mar, 2025 04:38:44 PM	0:02:10		Internal
596116361016			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Mar, 2025 04:44:24 PM	12 Mar, 2025 08:35:04 PM	10 Mar, 2025 04:38:44 PM	0:02:10		Internal
596116361016			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Mar, 2025 04:44:24 PM	12 Mar, 2025 08:35:04 PM	10 Mar, 2025 04:38:44 PM	0:02:10		Internal
596116361016			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Mar, 2025 04:44:24 PM	12 Mar, 2025 08:35:04 PM	10 Mar, 2025 04:38:44 PM	0:02:10		Internal
596116361016			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Mar, 2025 04:44:24 PM	12 Mar, 2025 08:35:04 PM	10 Mar, 2025 04:38:44 PM	0:02:10		Internal
596116361016			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Mar, 2025 04:44:24 PM	12 Mar, 2025 08:35:04 PM	10 Mar, 2025 04:38:44 PM	0:02:10		Internal
596116361016			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Mar, 2025 04:44:24 PM	12 Mar, 2025 08:35:04 PM	10 Mar, 2025 04:38:44 PM	0:02:10		Internal
596116361016			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Mar, 2025 04:44:24 PM	12 Mar, 2025 08:35:04 PM	10 Mar, 2025 04:38:44 PM	0:02:10		Internal
596116361016			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Mar, 2025 04:44:24 PM	12 Mar, 2025 08:35:04 PM	10 Mar, 2025 04:38:44 PM	0:02:10		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596116361016	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	[redacted]	10 Mar, 2025 04:44:24 PM	12 Mar, 2025 08:35:04 PM	10 Mar, 2025 04:38:44 PM	0:02:10		Internal
596116361016			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Mar, 2025 04:44:24 PM	12 Mar, 2025 08:35:04 PM	10 Mar, 2025 04:38:44 PM	0:02:10		Internal
596116361016			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Mar, 2025 04:44:24 PM	12 Mar, 2025 08:35:04 PM	10 Mar, 2025 04:38:44 PM	0:02:10		Internal
596116361016			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Mar, 2025 04:44:24 PM	12 Mar, 2025 08:35:04 PM	10 Mar, 2025 04:38:44 PM	0:02:10		Internal
596116506355			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Mar, 2025 01:31:15 PM	12 Mar, 2025 08:44:30 PM	11 Mar, 2025 02:07:03 PM	0:02:36		Internal
596116506355			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Mar, 2025 01:31:15 PM	12 Mar, 2025 08:44:30 PM	11 Mar, 2025 02:07:03 PM	0:02:36		Internal
596116506355			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Mar, 2025 01:31:15 PM	12 Mar, 2025 08:44:30 PM	11 Mar, 2025 02:07:03 PM	0:02:36		Internal
596116506355			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Mar, 2025 01:31:15 PM	12 Mar, 2025 08:44:30 PM	11 Mar, 2025 02:07:03 PM	0:02:36		Internal
596116506355			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Mar, 2025 01:31:15 PM	12 Mar, 2025 08:44:30 PM	11 Mar, 2025 02:07:03 PM	0:02:36		Internal
596116506355			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Mar, 2025 01:31:15 PM	12 Mar, 2025 08:44:30 PM	11 Mar, 2025 02:07:03 PM	0:02:36		Internal
596116506355			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Mar, 2025 01:31:15 PM	12 Mar, 2025 08:44:30 PM	11 Mar, 2025 02:07:03 PM	0:02:36		Internal
596116506355			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Mar, 2025 01:31:15 PM	12 Mar, 2025 08:44:30 PM	11 Mar, 2025 02:07:03 PM	0:02:36		Internal
596116506355			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Mar, 2025 01:31:15 PM	12 Mar, 2025 08:44:30 PM	11 Mar, 2025 02:07:03 PM	0:02:36		Internal
596116506355			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Mar, 2025 01:31:15 PM	12 Mar, 2025 08:44:30 PM	11 Mar, 2025 02:07:03 PM	0:02:36		Internal
596116506355			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Mar, 2025 01:31:15 PM	12 Mar, 2025 08:44:30 PM	11 Mar, 2025 02:07:03 PM	0:02:36		Internal
596116506355			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Mar, 2025 01:31:15 PM	12 Mar, 2025 08:44:30 PM	11 Mar, 2025 02:07:03 PM	0:02:36		Internal
596116506355			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Mar, 2025 01:31:15 PM	12 Mar, 2025 08:44:30 PM	11 Mar, 2025 02:07:03 PM	0:02:36		Internal
596116506355			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Mar, 2025 01:31:15 PM	12 Mar, 2025 08:44:30 PM	11 Mar, 2025 02:07:03 PM	0:02:36		Internal
596116506355			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Mar, 2025 01:31:15 PM	12 Mar, 2025 08:44:30 PM	11 Mar, 2025 02:07:03 PM	0:02:36		Internal
596116506355			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Mar, 2025 01:31:15 PM	12 Mar, 2025 08:44:30 PM	11 Mar, 2025 02:07:03 PM	0:02:36		Internal
596116506355			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Mar, 2025 01:31:15 PM	12 Mar, 2025 08:44:30 PM	11 Mar, 2025 02:07:03 PM	0:02:36		Internal
596116506355			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Mar, 2025 01:31:15 PM	12 Mar, 2025 08:44:30 PM	11 Mar, 2025 02:07:03 PM	0:02:36		Internal
596116506355			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Mar, 2025 01:31:15 PM	12 Mar, 2025 08:44:30 PM	11 Mar, 2025 02:07:03 PM	0:02:36		Internal
596115303900			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Mar, 2025 12:30:45 AM	12 Mar, 2025 09:56:27 PM	03 Mar, 2025 06:32:16 PM	0:05:07		Internal
596115303900			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Mar, 2025 12:30:45 AM	12 Mar, 2025 09:56:27 PM	03 Mar, 2025 06:32:16 PM	0:05:07		Internal
596115303900			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Mar, 2025 12:30:45 AM	12 Mar, 2025 09:56:27 PM	03 Mar, 2025 06:32:16 PM	0:05:07		Internal
596115303900			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Mar, 2025 12:30:45 AM	12 Mar, 2025 09:56:27 PM	03 Mar, 2025 06:32:16 PM	0:05:07		Internal
596115303900			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Mar, 2025 12:30:45 AM	12 Mar, 2025 09:56:27 PM	03 Mar, 2025 06:32:16 PM	0:05:07		Internal
596115303900			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Mar, 2025 12:30:45 AM	12 Mar, 2025 09:56:27 PM	03 Mar, 2025 06:32:16 PM	0:05:07		Internal
596115303900			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Mar, 2025 12:30:45 AM	12 Mar, 2025 09:56:27 PM	03 Mar, 2025 06:32:16 PM	0:05:07		Internal
596115303900			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Mar, 2025 12:30:45 AM	12 Mar, 2025 09:56:27 PM	03 Mar, 2025 06:32:16 PM	0:05:07		Internal
596115303900			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Mar, 2025 12:30:45 AM	12 Mar, 2025 09:56:27 PM	03 Mar, 2025 06:32:16 PM	0:05:07		Internal
596115303900			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Mar, 2025 12:30:45 AM	12 Mar, 2025 09:56:27 PM	03 Mar, 2025 06:32:16 PM	0:05:07		Internal
596115303900			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Mar, 2025 12:30:45 AM	12 Mar, 2025 09:56:27 PM	03 Mar, 2025 06:32:16 PM	0:05:07		Internal
596115303900			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Mar, 2025 12:30:45 AM	12 Mar, 2025 09:56:27 PM	03 Mar, 2025 06:32:16 PM	0:05:07		Internal
596115303900			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Mar, 2025 12:30:45 AM	12 Mar, 2025 09:56:27 PM	03 Mar, 2025 06:32:16 PM	0:05:07		Internal
596115303900			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Mar, 2025 12:30:45 AM	12 Mar, 2025 09:56:27 PM	03 Mar, 2025 06:32:16 PM	0:05:07		Internal
596115303900			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Mar, 2025 12:30:45 AM	12 Mar, 2025 09:56:27 PM	03 Mar, 2025 06:32:16 PM	0:05:07		Internal
596115303900			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Mar, 2025 12:30:45 AM	12 Mar, 2025 09:56:27 PM	03 Mar, 2025 06:32:16 PM	0:05:07		Internal
596115303900			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Mar, 2025 12:30:45 AM	12 Mar, 2025 09:56:27 PM	03 Mar, 2025 06:32:16 PM	0:05:07		Internal
596115303900			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Mar, 2025 12:30:45 AM	12 Mar, 2025 09:56:27 PM	03 Mar, 2025 06:32:16 PM	0:05:07		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596115303900	[redacted]	[redacted]	CTE_Bus_Billing	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	04 Mar, 2025 12:30:45 AM	12 Mar, 2025 09:56:27 PM	03 Mar, 2025 06:32:16 PM	0:05:07		Internal
596115303900			CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Mar, 2025 12:30:45 AM	12 Mar, 2025 09:56:27 PM	03 Mar, 2025 06:32:16 PM	0:05:07		Internal
596115303900			CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Mar, 2025 12:30:45 AM	12 Mar, 2025 09:56:27 PM	03 Mar, 2025 06:32:16 PM	0:05:07		Internal
596115303900			CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Mar, 2025 12:30:45 AM	12 Mar, 2025 09:56:27 PM	03 Mar, 2025 06:32:16 PM	0:05:07		Internal
596115303900			CTE_Bus_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		04 Mar, 2025 12:30:45 AM	12 Mar, 2025 09:56:27 PM	03 Mar, 2025 06:32:16 PM	0:05:07		Internal
596115303900			CTE_Bus_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Mar, 2025 12:30:45 AM	12 Mar, 2025 09:56:27 PM	03 Mar, 2025 06:32:16 PM	0:05:07		Internal
596115303900			CTE_Bus_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Mar, 2025 12:30:45 AM	12 Mar, 2025 09:56:27 PM	03 Mar, 2025 06:32:16 PM	0:05:07		Internal
596115303900			CTE_Bus_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Mar, 2025 12:30:45 AM	12 Mar, 2025 09:56:27 PM	03 Mar, 2025 06:32:16 PM	0:05:07		Internal
596115232929			CTE_Bus_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Mar, 2025 04:00:56 PM	12 Mar, 2025 10:05:09 PM	03 Mar, 2025 03:45:38 PM	0:07:58		Internal
596115232929			CTE_Bus_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Mar, 2025 04:00:56 PM	12 Mar, 2025 10:05:09 PM	03 Mar, 2025 03:45:38 PM	0:07:58		Internal
596115232929			CTE_Bus_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Mar, 2025 04:00:56 PM	12 Mar, 2025 10:05:09 PM	03 Mar, 2025 03:45:38 PM	0:07:58		Internal
596115232929			CTE_Bus_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Mar, 2025 04:00:56 PM	12 Mar, 2025 10:05:09 PM	03 Mar, 2025 03:45:38 PM	0:07:58		Internal
596115232929			CTE_Bus_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Mar, 2025 04:00:56 PM	12 Mar, 2025 10:05:09 PM	03 Mar, 2025 03:45:38 PM	0:07:58		Internal
596115232929			CTE_Bus_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Mar, 2025 04:00:56 PM	12 Mar, 2025 10:05:09 PM	03 Mar, 2025 03:45:38 PM	0:07:58		Internal
596115232929			CTE_Bus_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Mar, 2025 04:00:56 PM	12 Mar, 2025 10:05:09 PM	03 Mar, 2025 03:45:38 PM	0:07:58		Internal
596115232929			CTE_Bus_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Mar, 2025 04:00:56 PM	12 Mar, 2025 10:05:09 PM	03 Mar, 2025 03:45:38 PM	0:07:58		Internal
596115232929			CTE_Bus_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Mar, 2025 04:00:56 PM	12 Mar, 2025 10:05:09 PM	03 Mar, 2025 03:45:38 PM	0:07:58		Internal
596115232929			CTE_Bus_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Mar, 2025 04:00:56 PM	12 Mar, 2025 10:05:09 PM	03 Mar, 2025 03:45:38 PM	0:07:58		Internal
596115232929			CTE_Bus_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Mar, 2025 04:00:56 PM	12 Mar, 2025 10:05:09 PM	03 Mar, 2025 03:45:38 PM	0:07:58		Internal
596115232929			CTE_Bus_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Mar, 2025 04:00:56 PM	12 Mar, 2025 10:05:09 PM	03 Mar, 2025 03:45:38 PM	0:07:58		Internal
596115232929			CTE_Bus_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Mar, 2025 04:00:56 PM	12 Mar, 2025 10:05:09 PM	03 Mar, 2025 03:45:38 PM	0:07:58		Internal
596115232929			CTE_Bus_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Mar, 2025 04:00:56 PM	12 Mar, 2025 10:05:09 PM	03 Mar, 2025 03:45:38 PM	0:07:58		Internal
596115232929			CTE_Bus_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Mar, 2025 04:00:56 PM	12 Mar, 2025 10:05:09 PM	03 Mar, 2025 03:45:38 PM	0:07:58		Internal
596115232929			CTE_Bus_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Mar, 2025 04:00:56 PM	12 Mar, 2025 10:05:09 PM	03 Mar, 2025 03:45:38 PM	0:07:58		Internal
596115232929			CTE_Bus_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Mar, 2025 04:00:56 PM	12 Mar, 2025 10:05:09 PM	03 Mar, 2025 03:45:38 PM	0:07:58		Internal
596115232929			CTE_Bus_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Mar, 2025 04:00:56 PM	12 Mar, 2025 10:05:09 PM	03 Mar, 2025 03:45:38 PM	0:07:58		Internal
596115232929			CTE_Bus_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Mar, 2025 04:00:56 PM	12 Mar, 2025 10:05:09 PM	03 Mar, 2025 03:45:38 PM	0:07:58		Internal
596115232929			CTE_Bus_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Mar, 2025 04:00:56 PM	12 Mar, 2025 10:05:09 PM	03 Mar, 2025 03:45:38 PM	0:07:58		Internal
596115232929			CTE_Bus_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Mar, 2025 04:00:56 PM	12 Mar, 2025 10:05:09 PM	03 Mar, 2025 03:45:38 PM	0:07:58		Internal
596115232929			CTE_Bus_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Mar, 2025 04:00:56 PM	12 Mar, 2025 10:05:09 PM	03 Mar, 2025 03:45:38 PM	0:07:58		Internal
596115232929			CTE_Bus_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Mar, 2025 04:00:56 PM	12 Mar, 2025 10:05:09 PM	03 Mar, 2025 03:45:38 PM	0:07:58		Internal
596115232929			CTE_Bus_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Mar, 2025 04:00:56 PM	12 Mar, 2025 10:05:09 PM	03 Mar, 2025 03:45:38 PM	0:07:58		Internal
596115232929			CTE_Bus_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Mar, 2025 04:00:56 PM	12 Mar, 2025 10:05:09 PM	03 Mar, 2025 03:45:38 PM	0:07:58		Internal
596115232929			CTE_Bus_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Mar, 2025 04:00:56 PM	12 Mar, 2025 10:05:09 PM	03 Mar, 2025 03:45:38 PM	0:07:58		Internal
596116238177			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Mar, 2025 12:31:25 PM	13 Mar, 2025 12:34:48 PM	08 Mar, 2025 10:47:59 PM	0:02:35		Internal
596116238177			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Mar, 2025 12:31:25 PM	13 Mar, 2025 12:34:48 PM	08 Mar, 2025 10:47:59 PM	0:02:35		Internal
596116238177			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Mar, 2025 12:31:25 PM	13 Mar, 2025 12:34:48 PM	08 Mar, 2025 10:47:59 PM	0:02:35		Internal
596116238177			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Mar, 2025 12:31:25 PM	13 Mar, 2025 12:34:48 PM	08 Mar, 2025 10:47:59 PM	0:02:35		Internal
596116238177			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Mar, 2025 12:31:25 PM	13 Mar, 2025 12:34:48 PM	08 Mar, 2025 10:47:59 PM	0:02:35		Internal
596116238177			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Mar, 2025 12:31:25 PM	13 Mar, 2025 12:34:48 PM	08 Mar, 2025 10:47:59 PM	0:02:35		Internal
596116238177			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Mar, 2025 12:31:25 PM	13 Mar, 2025 12:34:48 PM	08 Mar, 2025 10:47:59 PM	0:02:35		Internal
596116238177			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Mar, 2025 12:31:25 PM	13 Mar, 2025 12:34:48 PM	08 Mar, 2025 10:47:59 PM	0:02:35		Internal
596116238177			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Mar, 2025 12:31:25 PM	13 Mar, 2025 12:34:48 PM	08 Mar, 2025 10:47:59 PM	0:02:35		Internal
596116238177			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Mar, 2025 12:31:25 PM	13 Mar, 2025 12:34:48 PM	08 Mar, 2025 10:47:59 PM	0:02:35		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596116238177	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	13 Mar, 2025 12:31:25 PM	13 Mar, 2025 12:34:48 PM	08 Mar, 2025 10:47:59 PM	0:02:35		Internal
596116238177			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Mar, 2025 12:31:25 PM	13 Mar, 2025 12:34:48 PM	08 Mar, 2025 10:47:59 PM	0:02:35		Internal
596116238177			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Mar, 2025 12:31:25 PM	13 Mar, 2025 12:34:48 PM	08 Mar, 2025 10:47:59 PM	0:02:35		Internal
596116238177			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Mar, 2025 12:31:25 PM	13 Mar, 2025 12:34:48 PM	08 Mar, 2025 10:47:59 PM	0:02:35		Internal
596116238177			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Mar, 2025 12:31:25 PM	13 Mar, 2025 12:34:48 PM	08 Mar, 2025 10:47:59 PM	0:02:35		Internal
596116238177			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Mar, 2025 12:31:25 PM	13 Mar, 2025 12:34:48 PM	08 Mar, 2025 10:47:59 PM	0:02:35		Internal
596116238177			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Mar, 2025 12:31:25 PM	13 Mar, 2025 12:34:48 PM	08 Mar, 2025 10:47:59 PM	0:02:35		Internal
596116238177			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 Mar, 2025 12:31:25 PM	13 Mar, 2025 12:34:48 PM	08 Mar, 2025 10:47:59 PM	0:02:35		Internal
596116238177			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Mar, 2025 12:31:25 PM	13 Mar, 2025 12:34:48 PM	08 Mar, 2025 10:47:59 PM	0:02:35		Internal
596116238177			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Mar, 2025 12:31:25 PM	13 Mar, 2025 12:34:48 PM	08 Mar, 2025 10:47:59 PM	0:02:35		Internal
596116238177			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Mar, 2025 12:31:25 PM	13 Mar, 2025 12:34:48 PM	08 Mar, 2025 10:47:59 PM	0:02:35		Internal
596116238177			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Mar, 2025 12:31:25 PM	13 Mar, 2025 12:34:48 PM	08 Mar, 2025 10:47:59 PM	0:02:35		Internal
596116238177			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		13 Mar, 2025 12:31:25 PM	13 Mar, 2025 12:34:48 PM	08 Mar, 2025 10:47:59 PM	0:02:35		Internal
596116238177			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Mar, 2025 12:31:25 PM	13 Mar, 2025 12:34:48 PM	08 Mar, 2025 10:47:59 PM	0:02:35		Internal
596116238177			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Mar, 2025 12:31:25 PM	13 Mar, 2025 12:34:48 PM	08 Mar, 2025 10:47:59 PM	0:02:35		Internal
596116238177			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Mar, 2025 12:31:25 PM	13 Mar, 2025 12:34:48 PM	08 Mar, 2025 10:47:59 PM	0:02:35		Internal
596116501173			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Mar, 2025 11:01:06 PM	13 Mar, 2025 12:41:16 PM	11 Mar, 2025 01:49:15 PM	0:08:42		Internal
596116501173			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Mar, 2025 11:01:06 PM	13 Mar, 2025 12:41:16 PM	11 Mar, 2025 01:49:15 PM	0:08:42		Internal
596116501173			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Mar, 2025 11:01:06 PM	13 Mar, 2025 12:41:16 PM	11 Mar, 2025 01:49:15 PM	0:08:42		Internal
596116501173			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Mar, 2025 11:01:06 PM	13 Mar, 2025 12:41:16 PM	11 Mar, 2025 01:49:15 PM	0:08:42		Internal
596116501173			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Mar, 2025 11:01:06 PM	13 Mar, 2025 12:41:16 PM	11 Mar, 2025 01:49:15 PM	0:08:42		Internal
596116501173			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Mar, 2025 11:01:06 PM	13 Mar, 2025 12:41:16 PM	11 Mar, 2025 01:49:15 PM	0:08:42		Internal
596116501173			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Mar, 2025 11:01:06 PM	13 Mar, 2025 12:41:16 PM	11 Mar, 2025 01:49:15 PM	0:08:42		Internal
596116501173			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Mar, 2025 11:01:06 PM	13 Mar, 2025 12:41:16 PM	11 Mar, 2025 01:49:15 PM	0:08:42		Internal
596116501173			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Mar, 2025 11:01:06 PM	13 Mar, 2025 12:41:16 PM	11 Mar, 2025 01:49:15 PM	0:08:42		Internal
596116501173			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Mar, 2025 11:01:06 PM	13 Mar, 2025 12:41:16 PM	11 Mar, 2025 01:49:15 PM	0:08:42		Internal
596116501173			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Mar, 2025 11:01:06 PM	13 Mar, 2025 12:41:16 PM	11 Mar, 2025 01:49:15 PM	0:08:42		Internal
596116501173			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Mar, 2025 11:01:06 PM	13 Mar, 2025 12:41:16 PM	11 Mar, 2025 01:49:15 PM	0:08:42		Internal
596116501173			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Mar, 2025 11:01:06 PM	13 Mar, 2025 12:41:16 PM	11 Mar, 2025 01:49:15 PM	0:08:42		Internal
596116501173			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Mar, 2025 11:01:06 PM	13 Mar, 2025 12:41:16 PM	11 Mar, 2025 01:49:15 PM	0:08:42		Internal
596116501173			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Mar, 2025 11:01:06 PM	13 Mar, 2025 12:41:16 PM	11 Mar, 2025 01:49:15 PM	0:08:42		Internal
596116501173			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Mar, 2025 11:01:06 PM	13 Mar, 2025 12:41:16 PM	11 Mar, 2025 01:49:15 PM	0:08:42		Internal
596116501173			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Mar, 2025 11:01:06 PM	13 Mar, 2025 12:41:16 PM	11 Mar, 2025 01:49:15 PM	0:08:42		Internal
596116501173			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Mar, 2025 11:01:06 PM	13 Mar, 2025 12:41:16 PM	11 Mar, 2025 01:49:15 PM	0:08:42		Internal
596116501173			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Mar, 2025 11:01:06 PM	13 Mar, 2025 12:41:16 PM	11 Mar, 2025 01:49:15 PM	0:08:42		Internal
596116501173			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Mar, 2025 11:01:06 PM	13 Mar, 2025 12:41:16 PM	11 Mar, 2025 01:49:15 PM	0:08:42		Internal
596116501173			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Mar, 2025 11:01:06 PM	13 Mar, 2025 12:41:16 PM	11 Mar, 2025 01:49:15 PM	0:08:42		Internal
596116501173			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Mar, 2025 11:01:06 PM	13 Mar, 2025 12:41:16 PM	11 Mar, 2025 01:49:15 PM	0:08:42		Internal
596116501173			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		11 Mar, 2025 11:01:06 PM	13 Mar, 2025 12:41:16 PM	11 Mar, 2025 01:49:15 PM	0:08:42		Internal
596116501173			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Mar, 2025 11:01:06 PM	13 Mar, 2025 12:41:16 PM	11 Mar, 2025 01:49:15 PM	0:08:42		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596116501173	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	[redacted]	11 Mar, 2025 11:01:06 PM	13 Mar, 2025 12:41:16 PM	11 Mar, 2025 01:49:15 PM	0:08:42		Internal
596116501173			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Mar, 2025 11:01:06 PM	13 Mar, 2025 12:41:16 PM	11 Mar, 2025 01:49:15 PM	0:08:42		Internal
597057739225			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Mar, 2025 09:31:14 PM	13 Mar, 2025 01:04:07 PM	12 Mar, 2025 05:49:10 PM	0:05:16		Internal
597057739225			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Mar, 2025 09:31:14 PM	13 Mar, 2025 01:04:07 PM	12 Mar, 2025 05:49:10 PM	0:05:16		Internal
597057739225			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Mar, 2025 09:31:14 PM	13 Mar, 2025 01:04:07 PM	12 Mar, 2025 05:49:10 PM	0:05:16		Internal
597057739225			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Mar, 2025 09:31:14 PM	13 Mar, 2025 01:04:07 PM	12 Mar, 2025 05:49:10 PM	0:05:16		Internal
597057739225			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Mar, 2025 09:31:14 PM	13 Mar, 2025 01:04:07 PM	12 Mar, 2025 05:49:10 PM	0:05:16		Internal
597057739225			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Mar, 2025 09:31:14 PM	13 Mar, 2025 01:04:07 PM	12 Mar, 2025 05:49:10 PM	0:05:16		Internal
597057739225			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Mar, 2025 09:31:14 PM	13 Mar, 2025 01:04:07 PM	12 Mar, 2025 05:49:10 PM	0:05:16		Internal
597057739225			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Mar, 2025 09:31:14 PM	13 Mar, 2025 01:04:07 PM	12 Mar, 2025 05:49:10 PM	0:05:16		Internal
597057739225			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Mar, 2025 09:31:14 PM	13 Mar, 2025 01:04:07 PM	12 Mar, 2025 05:49:10 PM	0:05:16		Internal
597057739225			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Mar, 2025 09:31:14 PM	13 Mar, 2025 01:04:07 PM	12 Mar, 2025 05:49:10 PM	0:05:16		Internal
597057739225			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Mar, 2025 09:31:14 PM	13 Mar, 2025 01:04:07 PM	12 Mar, 2025 05:49:10 PM	0:05:16		Internal
597057739225			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Mar, 2025 09:31:14 PM	13 Mar, 2025 01:04:07 PM	12 Mar, 2025 05:49:10 PM	0:05:16		Internal
597057739225			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Mar, 2025 09:31:14 PM	13 Mar, 2025 01:04:07 PM	12 Mar, 2025 05:49:10 PM	0:05:16		Internal
597057739225			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Mar, 2025 09:31:14 PM	13 Mar, 2025 01:04:07 PM	12 Mar, 2025 05:49:10 PM	0:05:16		Internal
597057739225			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Mar, 2025 09:31:14 PM	13 Mar, 2025 01:04:07 PM	12 Mar, 2025 05:49:10 PM	0:05:16		Internal
597057739225			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Mar, 2025 09:31:14 PM	13 Mar, 2025 01:04:07 PM	12 Mar, 2025 05:49:10 PM	0:05:16		Internal
597057739225			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Mar, 2025 09:31:14 PM	13 Mar, 2025 01:04:07 PM	12 Mar, 2025 05:49:10 PM	0:05:16		Internal
597057739225			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Mar, 2025 09:31:14 PM	13 Mar, 2025 01:04:07 PM	12 Mar, 2025 05:49:10 PM	0:05:16		Internal
597057739225			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Mar, 2025 09:31:14 PM	13 Mar, 2025 01:04:07 PM	12 Mar, 2025 05:49:10 PM	0:05:16		Internal
597057739225			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Mar, 2025 09:31:14 PM	13 Mar, 2025 01:04:07 PM	12 Mar, 2025 05:49:10 PM	0:05:16		Internal
597057739225			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Mar, 2025 09:31:14 PM	13 Mar, 2025 01:04:07 PM	12 Mar, 2025 05:49:10 PM	0:05:16		Internal
597057739225			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Mar, 2025 09:31:14 PM	13 Mar, 2025 01:04:07 PM	12 Mar, 2025 05:49:10 PM	0:05:16		Internal
597057739225			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		12 Mar, 2025 09:31:14 PM	13 Mar, 2025 01:04:07 PM	12 Mar, 2025 05:49:10 PM	0:05:16		Internal
597057739225			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Mar, 2025 09:31:14 PM	13 Mar, 2025 01:04:07 PM	12 Mar, 2025 05:49:10 PM	0:05:16		Internal
597057739225			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Mar, 2025 09:31:14 PM	13 Mar, 2025 01:04:07 PM	12 Mar, 2025 05:49:10 PM	0:05:16		Internal
597057739225			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Mar, 2025 09:31:14 PM	13 Mar, 2025 01:04:07 PM	12 Mar, 2025 05:49:10 PM	0:05:16		Internal
597057795796			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Mar, 2025 03:31:27 AM	13 Mar, 2025 01:05:31 PM	12 Mar, 2025 09:33:49 PM	0:06:00		Internal
597057795796			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Mar, 2025 03:31:27 AM	13 Mar, 2025 01:05:31 PM	12 Mar, 2025 09:33:49 PM	0:06:00		Internal
597057795796			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Mar, 2025 03:31:27 AM	13 Mar, 2025 01:05:31 PM	12 Mar, 2025 09:33:49 PM	0:06:00		Internal
597057795796			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Mar, 2025 03:31:27 AM	13 Mar, 2025 01:05:31 PM	12 Mar, 2025 09:33:49 PM	0:06:00		Internal
597057795796			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Mar, 2025 03:31:27 AM	13 Mar, 2025 01:05:31 PM	12 Mar, 2025 09:33:49 PM	0:06:00		Internal
597057795796			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Mar, 2025 03:31:27 AM	13 Mar, 2025 01:05:31 PM	12 Mar, 2025 09:33:49 PM	0:06:00		Internal
597057795796			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Mar, 2025 03:31:27 AM	13 Mar, 2025 01:05:31 PM	12 Mar, 2025 09:33:49 PM	0:06:00		Internal
597057795796			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Mar, 2025 03:31:27 AM	13 Mar, 2025 01:05:31 PM	12 Mar, 2025 09:33:49 PM	0:06:00		Internal
597057795796			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Mar, 2025 03:31:27 AM	13 Mar, 2025 01:05:31 PM	12 Mar, 2025 09:33:49 PM	0:06:00		Internal
597057795796			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Mar, 2025 03:31:27 AM	13 Mar, 2025 01:05:31 PM	12 Mar, 2025 09:33:49 PM	0:06:00		Internal
597057795796			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Mar, 2025 03:31:27 AM	13 Mar, 2025 01:05:31 PM	12 Mar, 2025 09:33:49 PM	0:06:00		Internal
597057795796			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Mar, 2025 03:31:27 AM	13 Mar, 2025 01:05:31 PM	12 Mar, 2025 09:33:49 PM	0:06:00		Internal
597057795796			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Mar, 2025 03:31:27 AM	13 Mar, 2025 01:05:31 PM	12 Mar, 2025 09:33:49 PM	0:06:00		Internal
597057795796			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Mar, 2025 03:31:27 AM	13 Mar, 2025 01:05:31 PM	12 Mar, 2025 09:33:49 PM	0:06:00		Internal
597057795796			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Mar, 2025 03:31:27 AM	13 Mar, 2025 01:05:31 PM	12 Mar, 2025 09:33:49 PM	0:06:00		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597057795796	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	[redacted]	13 Mar, 2025 03:31:27 AM	13 Mar, 2025 01:05:31 PM	12 Mar, 2025 09:33:49 PM	0:06:00		Internal
597057795796			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Mar, 2025 03:31:27 AM	13 Mar, 2025 01:05:31 PM	12 Mar, 2025 09:33:49 PM	0:06:00		Internal
597057795796			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 Mar, 2025 03:31:27 AM	13 Mar, 2025 01:05:31 PM	12 Mar, 2025 09:33:49 PM	0:06:00		Internal
597057795796			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Mar, 2025 03:31:27 AM	13 Mar, 2025 01:05:31 PM	12 Mar, 2025 09:33:49 PM	0:06:00		Internal
597057795796			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Mar, 2025 03:31:27 AM	13 Mar, 2025 01:05:31 PM	12 Mar, 2025 09:33:49 PM	0:06:00		Internal
597057795796			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Mar, 2025 03:31:27 AM	13 Mar, 2025 01:05:31 PM	12 Mar, 2025 09:33:49 PM	0:06:00		Internal
597057795796			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Mar, 2025 03:31:27 AM	13 Mar, 2025 01:05:31 PM	12 Mar, 2025 09:33:49 PM	0:06:00		Internal
597057795796			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		13 Mar, 2025 03:31:27 AM	13 Mar, 2025 01:05:31 PM	12 Mar, 2025 09:33:49 PM	0:06:00		Internal
597057795796			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Mar, 2025 03:31:27 AM	13 Mar, 2025 01:05:31 PM	12 Mar, 2025 09:33:49 PM	0:06:00		Internal
597057795796			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Mar, 2025 03:31:27 AM	13 Mar, 2025 01:05:31 PM	12 Mar, 2025 09:33:49 PM	0:06:00		Internal
597057795796			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Mar, 2025 03:31:27 AM	13 Mar, 2025 01:05:31 PM	12 Mar, 2025 09:33:49 PM	0:06:00		Internal
596116275977			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Mar, 2025 01:02:44 PM	13 Mar, 2025 01:07:45 PM	10 Mar, 2025 12:05:27 PM	0:03:25		Internal
596116275977			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Mar, 2025 01:02:44 PM	13 Mar, 2025 01:07:45 PM	10 Mar, 2025 12:05:27 PM	0:03:25		Internal
596116275977			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Mar, 2025 01:02:44 PM	13 Mar, 2025 01:07:45 PM	10 Mar, 2025 12:05:27 PM	0:03:25		Internal
596116275977			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Mar, 2025 01:02:44 PM	13 Mar, 2025 01:07:45 PM	10 Mar, 2025 12:05:27 PM	0:03:25		Internal
596116275977			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Mar, 2025 01:02:44 PM	13 Mar, 2025 01:07:45 PM	10 Mar, 2025 12:05:27 PM	0:03:25		Internal
596116275977			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Mar, 2025 01:02:44 PM	13 Mar, 2025 01:07:45 PM	10 Mar, 2025 12:05:27 PM	0:03:25		Internal
596116275977			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Mar, 2025 01:02:44 PM	13 Mar, 2025 01:07:45 PM	10 Mar, 2025 12:05:27 PM	0:03:25		Internal
596116275977			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Mar, 2025 01:02:44 PM	13 Mar, 2025 01:07:45 PM	10 Mar, 2025 12:05:27 PM	0:03:25		Internal
596116275977			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Mar, 2025 01:02:44 PM	13 Mar, 2025 01:07:45 PM	10 Mar, 2025 12:05:27 PM	0:03:25		Internal
596116275977			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Mar, 2025 01:02:44 PM	13 Mar, 2025 01:07:45 PM	10 Mar, 2025 12:05:27 PM	0:03:25		Internal
596116275977			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Mar, 2025 01:02:44 PM	13 Mar, 2025 01:07:45 PM	10 Mar, 2025 12:05:27 PM	0:03:25		Internal
596116275977			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Mar, 2025 01:02:44 PM	13 Mar, 2025 01:07:45 PM	10 Mar, 2025 12:05:27 PM	0:03:25		Internal
596116275977			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Mar, 2025 01:02:44 PM	13 Mar, 2025 01:07:45 PM	10 Mar, 2025 12:05:27 PM	0:03:25		Internal
596116275977			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Mar, 2025 01:02:44 PM	13 Mar, 2025 01:07:45 PM	10 Mar, 2025 12:05:27 PM	0:03:25		Internal
596116275977			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Mar, 2025 01:02:44 PM	13 Mar, 2025 01:07:45 PM	10 Mar, 2025 12:05:27 PM	0:03:25		Internal
596116275977			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Mar, 2025 01:02:44 PM	13 Mar, 2025 01:07:45 PM	10 Mar, 2025 12:05:27 PM	0:03:25		Internal
596116275977			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Mar, 2025 01:02:44 PM	13 Mar, 2025 01:07:45 PM	10 Mar, 2025 12:05:27 PM	0:03:25		Internal
596116275977			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 Mar, 2025 01:02:44 PM	13 Mar, 2025 01:07:45 PM	10 Mar, 2025 12:05:27 PM	0:03:25		Internal
596116275977			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Mar, 2025 01:02:44 PM	13 Mar, 2025 01:07:45 PM	10 Mar, 2025 12:05:27 PM	0:03:25		Internal
596116275977			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Mar, 2025 01:02:44 PM	13 Mar, 2025 01:07:45 PM	10 Mar, 2025 12:05:27 PM	0:03:25		Internal
596116275977			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Mar, 2025 01:02:44 PM	13 Mar, 2025 01:07:45 PM	10 Mar, 2025 12:05:27 PM	0:03:25		Internal
596116275977			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Mar, 2025 01:02:44 PM	13 Mar, 2025 01:07:45 PM	10 Mar, 2025 12:05:27 PM	0:03:25		Internal
596116275977			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		13 Mar, 2025 01:02:44 PM	13 Mar, 2025 01:07:45 PM	10 Mar, 2025 12:05:27 PM	0:03:25		Internal
596116275977			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Mar, 2025 01:02:44 PM	13 Mar, 2025 01:07:45 PM	10 Mar, 2025 12:05:27 PM	0:03:25		Internal
596116275977			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Mar, 2025 01:02:44 PM	13 Mar, 2025 01:07:45 PM	10 Mar, 2025 12:05:27 PM	0:03:25		Internal
596116275977			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Mar, 2025 01:02:44 PM	13 Mar, 2025 01:07:45 PM	10 Mar, 2025 12:05:27 PM	0:03:25		Internal
597057728754			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Mar, 2025 01:15:19 PM	13 Mar, 2025 01:18:33 PM	12 Mar, 2025 05:00:59 PM	0:03:02		Internal
597057728754			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Mar, 2025 01:15:19 PM	13 Mar, 2025 01:18:33 PM	12 Mar, 2025 05:00:59 PM	0:03:02		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597057728754	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	[redacted]	13 Mar, 2025 01:15:19 PM	13 Mar, 2025 01:18:33 PM	12 Mar, 2025 05:00:59 PM	0:03:02		Internal
597057728754			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Mar, 2025 01:15:19 PM	13 Mar, 2025 01:18:33 PM	12 Mar, 2025 05:00:59 PM	0:03:02		Internal
597057728754			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Mar, 2025 01:15:19 PM	13 Mar, 2025 01:18:33 PM	12 Mar, 2025 05:00:59 PM	0:03:02		Internal
597057728754			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Mar, 2025 01:15:19 PM	13 Mar, 2025 01:18:33 PM	12 Mar, 2025 05:00:59 PM	0:03:02		Internal
597057728754			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Mar, 2025 01:15:19 PM	13 Mar, 2025 01:18:33 PM	12 Mar, 2025 05:00:59 PM	0:03:02		Internal
597057728754			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Mar, 2025 01:15:19 PM	13 Mar, 2025 01:18:33 PM	12 Mar, 2025 05:00:59 PM	0:03:02		Internal
597057728754			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Mar, 2025 01:15:19 PM	13 Mar, 2025 01:18:33 PM	12 Mar, 2025 05:00:59 PM	0:03:02		Internal
597057728754			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Mar, 2025 01:15:19 PM	13 Mar, 2025 01:18:33 PM	12 Mar, 2025 05:00:59 PM	0:03:02		Internal
597057728754			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Mar, 2025 01:15:19 PM	13 Mar, 2025 01:18:33 PM	12 Mar, 2025 05:00:59 PM	0:03:02		Internal
597057728754			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Mar, 2025 01:15:19 PM	13 Mar, 2025 01:18:33 PM	12 Mar, 2025 05:00:59 PM	0:03:02		Internal
597057728754			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Mar, 2025 01:15:19 PM	13 Mar, 2025 01:18:33 PM	12 Mar, 2025 05:00:59 PM	0:03:02		Internal
597057728754			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Mar, 2025 01:15:19 PM	13 Mar, 2025 01:18:33 PM	12 Mar, 2025 05:00:59 PM	0:03:02		Internal
597057728754			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Mar, 2025 01:15:19 PM	13 Mar, 2025 01:18:33 PM	12 Mar, 2025 05:00:59 PM	0:03:02		Internal
597057728754			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Mar, 2025 01:15:19 PM	13 Mar, 2025 01:18:33 PM	12 Mar, 2025 05:00:59 PM	0:03:02		Internal
597057728754			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Mar, 2025 01:15:19 PM	13 Mar, 2025 01:18:33 PM	12 Mar, 2025 05:00:59 PM	0:03:02		Internal
597057728754			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 Mar, 2025 01:15:19 PM	13 Mar, 2025 01:18:33 PM	12 Mar, 2025 05:00:59 PM	0:03:02		Internal
597057728754			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Mar, 2025 01:15:19 PM	13 Mar, 2025 01:18:33 PM	12 Mar, 2025 05:00:59 PM	0:03:02		Internal
597057728754			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Mar, 2025 01:15:19 PM	13 Mar, 2025 01:18:33 PM	12 Mar, 2025 05:00:59 PM	0:03:02		Internal
597057728754			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Mar, 2025 01:15:19 PM	13 Mar, 2025 01:18:33 PM	12 Mar, 2025 05:00:59 PM	0:03:02		Internal
597057728754			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Mar, 2025 01:15:19 PM	13 Mar, 2025 01:18:33 PM	12 Mar, 2025 05:00:59 PM	0:03:02		Internal
597057728754			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		13 Mar, 2025 01:15:19 PM	13 Mar, 2025 01:18:33 PM	12 Mar, 2025 05:00:59 PM	0:03:02		Internal
597057728754			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Mar, 2025 01:15:19 PM	13 Mar, 2025 01:18:33 PM	12 Mar, 2025 05:00:59 PM	0:03:02		Internal
597057728754			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Mar, 2025 01:15:19 PM	13 Mar, 2025 01:18:33 PM	12 Mar, 2025 05:00:59 PM	0:03:02		Internal
597057728754			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Mar, 2025 01:15:19 PM	13 Mar, 2025 01:18:33 PM	12 Mar, 2025 05:00:59 PM	0:03:02		Internal
596115450414			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Mar, 2025 03:00:21 AM	13 Mar, 2025 01:23:16 PM	04 Mar, 2025 02:56:44 PM	0:02:08		Internal
596115450414			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Mar, 2025 03:00:21 AM	13 Mar, 2025 01:23:16 PM	04 Mar, 2025 02:56:44 PM	0:02:08		Internal
596115450414			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Mar, 2025 03:00:21 AM	13 Mar, 2025 01:23:16 PM	04 Mar, 2025 02:56:44 PM	0:02:08		Internal
596115450414			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Mar, 2025 03:00:21 AM	13 Mar, 2025 01:23:16 PM	04 Mar, 2025 02:56:44 PM	0:02:08		Internal
596115450414			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Mar, 2025 03:00:21 AM	13 Mar, 2025 01:23:16 PM	04 Mar, 2025 02:56:44 PM	0:02:08		Internal
596115450414			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 Mar, 2025 03:00:21 AM	13 Mar, 2025 01:23:16 PM	04 Mar, 2025 02:56:44 PM	0:02:08		Internal
596115450414			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 Mar, 2025 03:00:21 AM	13 Mar, 2025 01:23:16 PM	04 Mar, 2025 02:56:44 PM	0:02:08		Internal
596115450414			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Mar, 2025 03:00:21 AM	13 Mar, 2025 01:23:16 PM	04 Mar, 2025 02:56:44 PM	0:02:08		Internal
596115450414			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Mar, 2025 03:00:21 AM	13 Mar, 2025 01:23:16 PM	04 Mar, 2025 02:56:44 PM	0:02:08		Internal
596115450414			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 Mar, 2025 03:00:21 AM	13 Mar, 2025 01:23:16 PM	04 Mar, 2025 02:56:44 PM	0:02:08		Internal
596115450414			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 Mar, 2025 03:00:21 AM	13 Mar, 2025 01:23:16 PM	04 Mar, 2025 02:56:44 PM	0:02:08		Internal
596115450414			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Mar, 2025 03:00:21 AM	13 Mar, 2025 01:23:16 PM	04 Mar, 2025 02:56:44 PM	0:02:08		Internal
596115450414			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Mar, 2025 03:00:21 AM	13 Mar, 2025 01:23:16 PM	04 Mar, 2025 02:56:44 PM	0:02:08		Internal
596115450414			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 Mar, 2025 03:00:21 AM	13 Mar, 2025 01:23:16 PM	04 Mar, 2025 02:56:44 PM	0:02:08		Internal
596115450414			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 Mar, 2025 03:00:21 AM	13 Mar, 2025 01:23:16 PM	04 Mar, 2025 02:56:44 PM	0:02:08		Internal
596115450414			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Mar, 2025 03:00:21 AM	13 Mar, 2025 01:23:16 PM	04 Mar, 2025 02:56:44 PM	0:02:08		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596115450414	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	[redacted]	05 Mar, 2025 03:00:21 AM	13 Mar, 2025 01:23:16 PM	04 Mar, 2025 02:56:44 PM	0:02:08		Internal
596115450414			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 Mar, 2025 03:00:21 AM	13 Mar, 2025 01:23:16 PM	04 Mar, 2025 02:56:44 PM	0:02:08		Internal
596115450414			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Mar, 2025 03:00:21 AM	13 Mar, 2025 01:23:16 PM	04 Mar, 2025 02:56:44 PM	0:02:08		Internal
596115450414			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Mar, 2025 03:00:21 AM	13 Mar, 2025 01:23:16 PM	04 Mar, 2025 02:56:44 PM	0:02:08		Internal
596115450414			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Mar, 2025 03:00:21 AM	13 Mar, 2025 01:23:16 PM	04 Mar, 2025 02:56:44 PM	0:02:08		Internal
596115450414			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Mar, 2025 03:00:21 AM	13 Mar, 2025 01:23:16 PM	04 Mar, 2025 02:56:44 PM	0:02:08		Internal
596115450414			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		05 Mar, 2025 03:00:21 AM	13 Mar, 2025 01:23:16 PM	04 Mar, 2025 02:56:44 PM	0:02:08		Internal
596115450414			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Mar, 2025 03:00:21 AM	13 Mar, 2025 01:23:16 PM	04 Mar, 2025 02:56:44 PM	0:02:08		Internal
596115450414			CTE_Res_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Mar, 2025 03:00:21 AM	13 Mar, 2025 01:23:16 PM	04 Mar, 2025 02:56:44 PM	0:02:08		Internal
596115450414			CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Mar, 2025 03:00:21 AM	13 Mar, 2025 01:23:16 PM	04 Mar, 2025 02:56:44 PM	0:02:08		Internal
597057760477			CTE_Bus_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Mar, 2025 02:07:56 PM	13 Mar, 2025 02:12:18 PM	12 Mar, 2025 07:03:27 PM	0:02:30		Internal
597057760477			CTE_Bus_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Mar, 2025 02:07:56 PM	13 Mar, 2025 02:12:18 PM	12 Mar, 2025 07:03:27 PM	0:02:30		Internal
597057760477			CTE_Bus_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Mar, 2025 02:07:56 PM	13 Mar, 2025 02:12:18 PM	12 Mar, 2025 07:03:27 PM	0:02:30		Internal
597057760477			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Mar, 2025 02:07:56 PM	13 Mar, 2025 02:12:18 PM	12 Mar, 2025 07:03:27 PM	0:02:30		Internal
597057760477			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Mar, 2025 02:07:56 PM	13 Mar, 2025 02:12:18 PM	12 Mar, 2025 07:03:27 PM	0:02:30		Internal
597057760477			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Mar, 2025 02:07:56 PM	13 Mar, 2025 02:12:18 PM	12 Mar, 2025 07:03:27 PM	0:02:30		Internal
597057760477			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Mar, 2025 02:07:56 PM	13 Mar, 2025 02:12:18 PM	12 Mar, 2025 07:03:27 PM	0:02:30		Internal
597057760477			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Mar, 2025 02:07:56 PM	13 Mar, 2025 02:12:18 PM	12 Mar, 2025 07:03:27 PM	0:02:30		Internal
597057760477			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Mar, 2025 02:07:56 PM	13 Mar, 2025 02:12:18 PM	12 Mar, 2025 07:03:27 PM	0:02:30		Internal
597057760477			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Mar, 2025 02:07:56 PM	13 Mar, 2025 02:12:18 PM	12 Mar, 2025 07:03:27 PM	0:02:30		Internal
597057760477			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Mar, 2025 02:07:56 PM	13 Mar, 2025 02:12:18 PM	12 Mar, 2025 07:03:27 PM	0:02:30		Internal
597057760477			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Mar, 2025 02:07:56 PM	13 Mar, 2025 02:12:18 PM	12 Mar, 2025 07:03:27 PM	0:02:30		Internal
597057760477			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Mar, 2025 02:07:56 PM	13 Mar, 2025 02:12:18 PM	12 Mar, 2025 07:03:27 PM	0:02:30		Internal
597057760477			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Mar, 2025 02:07:56 PM	13 Mar, 2025 02:12:18 PM	12 Mar, 2025 07:03:27 PM	0:02:30		Internal
597057760477			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Mar, 2025 02:07:56 PM	13 Mar, 2025 02:12:18 PM	12 Mar, 2025 07:03:27 PM	0:02:30		Internal
597057760477			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Mar, 2025 02:07:56 PM	13 Mar, 2025 02:12:18 PM	12 Mar, 2025 07:03:27 PM	0:02:30		Internal
597057760477			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Mar, 2025 02:07:56 PM	13 Mar, 2025 02:12:18 PM	12 Mar, 2025 07:03:27 PM	0:02:30		Internal
597057760477			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 Mar, 2025 02:07:56 PM	13 Mar, 2025 02:12:18 PM	12 Mar, 2025 07:03:27 PM	0:02:30		Internal
597057760477			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Mar, 2025 02:07:56 PM	13 Mar, 2025 02:12:18 PM	12 Mar, 2025 07:03:27 PM	0:02:30		Internal
597057760477			CTE_Bus_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Mar, 2025 02:07:56 PM	13 Mar, 2025 02:12:18 PM	12 Mar, 2025 07:03:27 PM	0:02:30		Internal
597057760477			CTE_Bus_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Mar, 2025 02:07:56 PM	13 Mar, 2025 02:12:18 PM	12 Mar, 2025 07:03:27 PM	0:02:30		Internal
597057760477			CTE_Bus_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Mar, 2025 02:07:56 PM	13 Mar, 2025 02:12:18 PM	12 Mar, 2025 07:03:27 PM	0:02:30		Internal
597057760477			CTE_Bus_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		13 Mar, 2025 02:07:56 PM	13 Mar, 2025 02:12:18 PM	12 Mar, 2025 07:03:27 PM	0:02:30		Internal
597057760477			CTE_Bus_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Mar, 2025 02:07:56 PM	13 Mar, 2025 02:12:18 PM	12 Mar, 2025 07:03:27 PM	0:02:30		Internal
597057760477			CTE_Bus_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Mar, 2025 02:07:56 PM	13 Mar, 2025 02:12:18 PM	12 Mar, 2025 07:03:27 PM	0:02:30		Internal
597057760477			CTE_Bus_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Mar, 2025 02:07:56 PM	13 Mar, 2025 02:12:18 PM	12 Mar, 2025 07:03:27 PM	0:02:30		Internal
597057792155			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Mar, 2025 11:31:15 AM	13 Mar, 2025 02:22:25 PM	12 Mar, 2025 09:23:22 PM	0:04:00		Internal
597057792155			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Mar, 2025 11:31:15 AM	13 Mar, 2025 02:22:25 PM	12 Mar, 2025 09:23:22 PM	0:04:00		Internal
597057792155			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Mar, 2025 11:31:15 AM	13 Mar, 2025 02:22:25 PM	12 Mar, 2025 09:23:22 PM	0:04:00		Internal
597057792155			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Mar, 2025 11:31:15 AM	13 Mar, 2025 02:22:25 PM	12 Mar, 2025 09:23:22 PM	0:04:00		Internal
597057792155			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Mar, 2025 11:31:15 AM	13 Mar, 2025 02:22:25 PM	12 Mar, 2025 09:23:22 PM	0:04:00		Internal
597057792155			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Mar, 2025 11:31:15 AM	13 Mar, 2025 02:22:25 PM	12 Mar, 2025 09:23:22 PM	0:04:00		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597057792155	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	13 Mar, 2025 11:31:15 AM	13 Mar, 2025 02:22:25 PM	12 Mar, 2025 09:23:22 PM	0:04:00		Internal
597057792155			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Mar, 2025 11:31:15 AM	13 Mar, 2025 02:22:25 PM	12 Mar, 2025 09:23:22 PM	0:04:00		Internal
597057792155			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Mar, 2025 11:31:15 AM	13 Mar, 2025 02:22:25 PM	12 Mar, 2025 09:23:22 PM	0:04:00		Internal
597057792155			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Mar, 2025 11:31:15 AM	13 Mar, 2025 02:22:25 PM	12 Mar, 2025 09:23:22 PM	0:04:00		Internal
597057792155			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Mar, 2025 11:31:15 AM	13 Mar, 2025 02:22:25 PM	12 Mar, 2025 09:23:22 PM	0:04:00		Internal
597057792155			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Mar, 2025 11:31:15 AM	13 Mar, 2025 02:22:25 PM	12 Mar, 2025 09:23:22 PM	0:04:00		Internal
597057792155			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Mar, 2025 11:31:15 AM	13 Mar, 2025 02:22:25 PM	12 Mar, 2025 09:23:22 PM	0:04:00		Internal
597057792155			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Mar, 2025 11:31:15 AM	13 Mar, 2025 02:22:25 PM	12 Mar, 2025 09:23:22 PM	0:04:00		Internal
597057792155			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Mar, 2025 11:31:15 AM	13 Mar, 2025 02:22:25 PM	12 Mar, 2025 09:23:22 PM	0:04:00		Internal
597057792155			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Mar, 2025 11:31:15 AM	13 Mar, 2025 02:22:25 PM	12 Mar, 2025 09:23:22 PM	0:04:00		Internal
597057792155			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Mar, 2025 11:31:15 AM	13 Mar, 2025 02:22:25 PM	12 Mar, 2025 09:23:22 PM	0:04:00		Internal
597057792155			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 Mar, 2025 11:31:15 AM	13 Mar, 2025 02:22:25 PM	12 Mar, 2025 09:23:22 PM	0:04:00		Internal
597057792155			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Mar, 2025 11:31:15 AM	13 Mar, 2025 02:22:25 PM	12 Mar, 2025 09:23:22 PM	0:04:00		Internal
597057792155			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Mar, 2025 11:31:15 AM	13 Mar, 2025 02:22:25 PM	12 Mar, 2025 09:23:22 PM	0:04:00		Internal
597057792155			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Mar, 2025 11:31:15 AM	13 Mar, 2025 02:22:25 PM	12 Mar, 2025 09:23:22 PM	0:04:00		Internal
597057792155			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Mar, 2025 11:31:15 AM	13 Mar, 2025 02:22:25 PM	12 Mar, 2025 09:23:22 PM	0:04:00		Internal
597057792155			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		13 Mar, 2025 11:31:15 AM	13 Mar, 2025 02:22:25 PM	12 Mar, 2025 09:23:22 PM	0:04:00		Internal
597057792155			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Mar, 2025 11:31:15 AM	13 Mar, 2025 02:22:25 PM	12 Mar, 2025 09:23:22 PM	0:04:00		Internal
597057792155			CTE_Res_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Mar, 2025 11:31:15 AM	13 Mar, 2025 02:22:25 PM	12 Mar, 2025 09:23:22 PM	0:04:00		Internal
597057792155			CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Mar, 2025 11:31:15 AM	13 Mar, 2025 02:22:25 PM	12 Mar, 2025 09:23:22 PM	0:04:00		Internal
596116297753			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Mar, 2025 07:31:15 PM	13 Mar, 2025 02:47:09 PM	10 Mar, 2025 01:35:59 PM	0:02:50		Internal
596116297753			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Mar, 2025 07:31:15 PM	13 Mar, 2025 02:47:09 PM	10 Mar, 2025 01:35:59 PM	0:02:50		Internal
596116297753			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Mar, 2025 07:31:15 PM	13 Mar, 2025 02:47:09 PM	10 Mar, 2025 01:35:59 PM	0:02:50		Internal
596116297753			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Mar, 2025 07:31:15 PM	13 Mar, 2025 02:47:09 PM	10 Mar, 2025 01:35:59 PM	0:02:50		Internal
596116297753			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Mar, 2025 07:31:15 PM	13 Mar, 2025 02:47:09 PM	10 Mar, 2025 01:35:59 PM	0:02:50		Internal
596116297753			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Mar, 2025 07:31:15 PM	13 Mar, 2025 02:47:09 PM	10 Mar, 2025 01:35:59 PM	0:02:50		Internal
596116297753			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Mar, 2025 07:31:15 PM	13 Mar, 2025 02:47:09 PM	10 Mar, 2025 01:35:59 PM	0:02:50		Internal
596116297753			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Mar, 2025 07:31:15 PM	13 Mar, 2025 02:47:09 PM	10 Mar, 2025 01:35:59 PM	0:02:50		Internal
596116297753			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Mar, 2025 07:31:15 PM	13 Mar, 2025 02:47:09 PM	10 Mar, 2025 01:35:59 PM	0:02:50		Internal
596116297753			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Mar, 2025 07:31:15 PM	13 Mar, 2025 02:47:09 PM	10 Mar, 2025 01:35:59 PM	0:02:50		Internal
596116297753			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Mar, 2025 07:31:15 PM	13 Mar, 2025 02:47:09 PM	10 Mar, 2025 01:35:59 PM	0:02:50		Internal
596116297753			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Mar, 2025 07:31:15 PM	13 Mar, 2025 02:47:09 PM	10 Mar, 2025 01:35:59 PM	0:02:50		Internal
596116297753			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Mar, 2025 07:31:15 PM	13 Mar, 2025 02:47:09 PM	10 Mar, 2025 01:35:59 PM	0:02:50		Internal
596116297753			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Mar, 2025 07:31:15 PM	13 Mar, 2025 02:47:09 PM	10 Mar, 2025 01:35:59 PM	0:02:50		Internal
596116297753			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Mar, 2025 07:31:15 PM	13 Mar, 2025 02:47:09 PM	10 Mar, 2025 01:35:59 PM	0:02:50		Internal
596116297753			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Mar, 2025 07:31:15 PM	13 Mar, 2025 02:47:09 PM	10 Mar, 2025 01:35:59 PM	0:02:50		Internal
596116297753			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Mar, 2025 07:31:15 PM	13 Mar, 2025 02:47:09 PM	10 Mar, 2025 01:35:59 PM	0:02:50		Internal
596116297753			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Mar, 2025 07:31:15 PM	13 Mar, 2025 02:47:09 PM	10 Mar, 2025 01:35:59 PM	0:02:50		Internal
596116297753			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Mar, 2025 07:31:15 PM	13 Mar, 2025 02:47:09 PM	10 Mar, 2025 01:35:59 PM	0:02:50		Internal
596116297753			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Mar, 2025 07:31:15 PM	13 Mar, 2025 02:47:09 PM	10 Mar, 2025 01:35:59 PM	0:02:50		Internal
596116297753			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Mar, 2025 07:31:15 PM	13 Mar, 2025 02:47:09 PM	10 Mar, 2025 01:35:59 PM	0:02:50		Internal
596116297753			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Mar, 2025 07:31:15 PM	13 Mar, 2025 02:47:09 PM	10 Mar, 2025 01:35:59 PM	0:02:50		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596116297753	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	[redacted]	10 Mar, 2025 07:31:15 PM	13 Mar, 2025 02:47:09 PM	10 Mar, 2025 01:35:59 PM	0:02:50		Internal
596116297753			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Mar, 2025 07:31:15 PM	13 Mar, 2025 02:47:09 PM	10 Mar, 2025 01:35:59 PM	0:02:50		Internal
596116297753			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Mar, 2025 07:31:15 PM	13 Mar, 2025 02:47:09 PM	10 Mar, 2025 01:35:59 PM	0:02:50		Internal
596116297753			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Mar, 2025 07:31:15 PM	13 Mar, 2025 02:47:09 PM	10 Mar, 2025 01:35:59 PM	0:02:50		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Mar, 2025 02:55:16 PM	13 Mar, 2025 03:04:02 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Mar, 2025 02:55:16 PM	13 Mar, 2025 03:04:02 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Mar, 2025 02:55:16 PM	13 Mar, 2025 03:04:02 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Mar, 2025 02:55:16 PM	13 Mar, 2025 03:04:02 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Mar, 2025 02:55:16 PM	13 Mar, 2025 03:04:02 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Mar, 2025 02:55:16 PM	13 Mar, 2025 03:04:02 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Mar, 2025 02:55:16 PM	13 Mar, 2025 03:04:02 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Mar, 2025 02:55:16 PM	13 Mar, 2025 03:04:02 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Mar, 2025 02:55:16 PM	13 Mar, 2025 03:04:02 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Mar, 2025 02:55:16 PM	13 Mar, 2025 03:04:02 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Mar, 2025 02:55:16 PM	13 Mar, 2025 03:04:02 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Mar, 2025 02:55:16 PM	13 Mar, 2025 03:04:02 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Mar, 2025 02:55:16 PM	13 Mar, 2025 03:04:02 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Mar, 2025 02:55:16 PM	13 Mar, 2025 03:04:02 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Mar, 2025 02:55:16 PM	13 Mar, 2025 03:04:02 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Mar, 2025 02:55:16 PM	13 Mar, 2025 03:04:02 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Mar, 2025 02:55:16 PM	13 Mar, 2025 03:04:02 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 Mar, 2025 02:55:16 PM	13 Mar, 2025 03:04:02 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Mar, 2025 02:55:16 PM	13 Mar, 2025 03:04:02 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Mar, 2025 02:55:16 PM	13 Mar, 2025 03:04:02 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Mar, 2025 02:55:16 PM	13 Mar, 2025 03:04:02 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Mar, 2025 02:55:16 PM	13 Mar, 2025 03:04:02 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		13 Mar, 2025 02:55:16 PM	13 Mar, 2025 03:04:02 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Mar, 2025 02:55:16 PM	13 Mar, 2025 03:04:02 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Mar, 2025 02:55:16 PM	13 Mar, 2025 03:04:02 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Mar, 2025 02:55:16 PM	13 Mar, 2025 03:04:02 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Mar, 2025 03:06:48 PM	13 Mar, 2025 03:16:06 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Mar, 2025 03:06:48 PM	13 Mar, 2025 03:16:06 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Mar, 2025 03:06:48 PM	13 Mar, 2025 03:16:06 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Mar, 2025 03:06:48 PM	13 Mar, 2025 03:16:06 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Mar, 2025 03:06:48 PM	13 Mar, 2025 03:16:06 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Mar, 2025 03:06:48 PM	13 Mar, 2025 03:16:06 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Mar, 2025 03:06:48 PM	13 Mar, 2025 03:16:06 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597057609842	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	[redacted]	13 Mar, 2025 03:06:48 PM	13 Mar, 2025 03:16:06 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Mar, 2025 03:06:48 PM	13 Mar, 2025 03:16:06 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Mar, 2025 03:06:48 PM	13 Mar, 2025 03:16:06 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Mar, 2025 03:06:48 PM	13 Mar, 2025 03:16:06 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Mar, 2025 03:06:48 PM	13 Mar, 2025 03:16:06 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Mar, 2025 03:06:48 PM	13 Mar, 2025 03:16:06 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Mar, 2025 03:06:48 PM	13 Mar, 2025 03:16:06 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Mar, 2025 03:06:48 PM	13 Mar, 2025 03:16:06 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Mar, 2025 03:06:48 PM	13 Mar, 2025 03:16:06 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Mar, 2025 03:06:48 PM	13 Mar, 2025 03:16:06 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 Mar, 2025 03:06:48 PM	13 Mar, 2025 03:16:06 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Mar, 2025 03:06:48 PM	13 Mar, 2025 03:16:06 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Mar, 2025 03:06:48 PM	13 Mar, 2025 03:16:06 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Mar, 2025 03:06:48 PM	13 Mar, 2025 03:16:06 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Mar, 2025 03:06:48 PM	13 Mar, 2025 03:16:06 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		13 Mar, 2025 03:06:48 PM	13 Mar, 2025 03:16:06 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Mar, 2025 03:06:48 PM	13 Mar, 2025 03:16:06 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Mar, 2025 03:06:48 PM	13 Mar, 2025 03:16:06 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Mar, 2025 03:06:48 PM	13 Mar, 2025 03:16:06 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057577098			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Mar, 2025 03:28:01 PM	13 Mar, 2025 03:59:44 PM	11 Mar, 2025 06:07:09 PM	0:02:46		Internal
597057577098			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Mar, 2025 03:28:01 PM	13 Mar, 2025 03:59:44 PM	11 Mar, 2025 06:07:09 PM	0:02:46		Internal
597057577098			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Mar, 2025 03:28:01 PM	13 Mar, 2025 03:59:44 PM	11 Mar, 2025 06:07:09 PM	0:02:46		Internal
597057577098			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Mar, 2025 03:28:01 PM	13 Mar, 2025 03:59:44 PM	11 Mar, 2025 06:07:09 PM	0:02:46		Internal
597057577098			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Mar, 2025 03:28:01 PM	13 Mar, 2025 03:59:44 PM	11 Mar, 2025 06:07:09 PM	0:02:46		Internal
597057577098			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Mar, 2025 03:28:01 PM	13 Mar, 2025 03:59:44 PM	11 Mar, 2025 06:07:09 PM	0:02:46		Internal
597057577098			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Mar, 2025 03:28:01 PM	13 Mar, 2025 03:59:44 PM	11 Mar, 2025 06:07:09 PM	0:02:46		Internal
597057577098			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Mar, 2025 03:28:01 PM	13 Mar, 2025 03:59:44 PM	11 Mar, 2025 06:07:09 PM	0:02:46		Internal
597057577098			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Mar, 2025 03:28:01 PM	13 Mar, 2025 03:59:44 PM	11 Mar, 2025 06:07:09 PM	0:02:46		Internal
597057577098			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Mar, 2025 03:28:01 PM	13 Mar, 2025 03:59:44 PM	11 Mar, 2025 06:07:09 PM	0:02:46		Internal
597057577098			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Mar, 2025 03:28:01 PM	13 Mar, 2025 03:59:44 PM	11 Mar, 2025 06:07:09 PM	0:02:46		Internal
597057577098			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Mar, 2025 03:28:01 PM	13 Mar, 2025 03:59:44 PM	11 Mar, 2025 06:07:09 PM	0:02:46		Internal
597057577098			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Mar, 2025 03:28:01 PM	13 Mar, 2025 03:59:44 PM	11 Mar, 2025 06:07:09 PM	0:02:46		Internal
597057577098			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Mar, 2025 03:28:01 PM	13 Mar, 2025 03:59:44 PM	11 Mar, 2025 06:07:09 PM	0:02:46		Internal
597057577098			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Mar, 2025 03:28:01 PM	13 Mar, 2025 03:59:44 PM	11 Mar, 2025 06:07:09 PM	0:02:46		Internal
597057577098			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Mar, 2025 03:28:01 PM	13 Mar, 2025 03:59:44 PM	11 Mar, 2025 06:07:09 PM	0:02:46		Internal
597057577098			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Mar, 2025 03:28:01 PM	13 Mar, 2025 03:59:44 PM	11 Mar, 2025 06:07:09 PM	0:02:46		Internal
597057577098			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 Mar, 2025 03:28:01 PM	13 Mar, 2025 03:59:44 PM	11 Mar, 2025 06:07:09 PM	0:02:46		Internal
597057577098			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Mar, 2025 03:28:01 PM	13 Mar, 2025 03:59:44 PM	11 Mar, 2025 06:07:09 PM	0:02:46		Internal
597057577098			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Mar, 2025 03:28:01 PM	13 Mar, 2025 03:59:44 PM	11 Mar, 2025 06:07:09 PM	0:02:46		Internal
597057577098			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Mar, 2025 03:28:01 PM	13 Mar, 2025 03:59:44 PM	11 Mar, 2025 06:07:09 PM	0:02:46		Internal
597057577098			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Mar, 2025 03:28:01 PM	13 Mar, 2025 03:59:44 PM	11 Mar, 2025 06:07:09 PM	0:02:46		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597057577098	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	[redacted]	13 Mar, 2025 03:28:01 PM	13 Mar, 2025 03:59:44 PM	11 Mar, 2025 06:07:09 PM	0:02:46		Internal
597057577098			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Mar, 2025 03:28:01 PM	13 Mar, 2025 03:59:44 PM	11 Mar, 2025 06:07:09 PM	0:02:46		Internal
597057577098			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Mar, 2025 03:28:01 PM	13 Mar, 2025 03:59:44 PM	11 Mar, 2025 06:07:09 PM	0:02:46		Internal
597057577098			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Mar, 2025 03:28:01 PM	13 Mar, 2025 03:59:44 PM	11 Mar, 2025 06:07:09 PM	0:02:46		Internal
597057602207			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Mar, 2025 05:31:11 AM	13 Mar, 2025 06:16:25 PM	11 Mar, 2025 07:35:08 PM	0:02:19		Internal
597057602207			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Mar, 2025 05:31:11 AM	13 Mar, 2025 06:16:25 PM	11 Mar, 2025 07:35:08 PM	0:02:19		Internal
597057602207			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Mar, 2025 05:31:11 AM	13 Mar, 2025 06:16:25 PM	11 Mar, 2025 07:35:08 PM	0:02:19		Internal
597057602207			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Mar, 2025 05:31:11 AM	13 Mar, 2025 06:16:25 PM	11 Mar, 2025 07:35:08 PM	0:02:19		Internal
597057602207			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Mar, 2025 05:31:11 AM	13 Mar, 2025 06:16:25 PM	11 Mar, 2025 07:35:08 PM	0:02:19		Internal
597057602207			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Mar, 2025 05:31:11 AM	13 Mar, 2025 06:16:25 PM	11 Mar, 2025 07:35:08 PM	0:02:19		Internal
597057602207			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Mar, 2025 05:31:11 AM	13 Mar, 2025 06:16:25 PM	11 Mar, 2025 07:35:08 PM	0:02:19		Internal
597057602207			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Mar, 2025 05:31:11 AM	13 Mar, 2025 06:16:25 PM	11 Mar, 2025 07:35:08 PM	0:02:19		Internal
597057602207			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Mar, 2025 05:31:11 AM	13 Mar, 2025 06:16:25 PM	11 Mar, 2025 07:35:08 PM	0:02:19		Internal
597057602207			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Mar, 2025 05:31:11 AM	13 Mar, 2025 06:16:25 PM	11 Mar, 2025 07:35:08 PM	0:02:19		Internal
597057602207			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Mar, 2025 05:31:11 AM	13 Mar, 2025 06:16:25 PM	11 Mar, 2025 07:35:08 PM	0:02:19		Internal
597057602207			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Mar, 2025 05:31:11 AM	13 Mar, 2025 06:16:25 PM	11 Mar, 2025 07:35:08 PM	0:02:19		Internal
597057602207			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Mar, 2025 05:31:11 AM	13 Mar, 2025 06:16:25 PM	11 Mar, 2025 07:35:08 PM	0:02:19		Internal
597057602207			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Mar, 2025 05:31:11 AM	13 Mar, 2025 06:16:25 PM	11 Mar, 2025 07:35:08 PM	0:02:19		Internal
597057602207			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Mar, 2025 05:31:11 AM	13 Mar, 2025 06:16:25 PM	11 Mar, 2025 07:35:08 PM	0:02:19		Internal
597057602207			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Mar, 2025 05:31:11 AM	13 Mar, 2025 06:16:25 PM	11 Mar, 2025 07:35:08 PM	0:02:19		Internal
597057602207			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Mar, 2025 05:31:11 AM	13 Mar, 2025 06:16:25 PM	11 Mar, 2025 07:35:08 PM	0:02:19		Internal
597057602207			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Mar, 2025 05:31:11 AM	13 Mar, 2025 06:16:25 PM	11 Mar, 2025 07:35:08 PM	0:02:19		Internal
597057602207			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Mar, 2025 05:31:11 AM	13 Mar, 2025 06:16:25 PM	11 Mar, 2025 07:35:08 PM	0:02:19		Internal
597057602207			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Mar, 2025 05:31:11 AM	13 Mar, 2025 06:16:25 PM	11 Mar, 2025 07:35:08 PM	0:02:19		Internal
597057602207			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Mar, 2025 05:31:11 AM	13 Mar, 2025 06:16:25 PM	11 Mar, 2025 07:35:08 PM	0:02:19		Internal
597057602207			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Mar, 2025 05:31:11 AM	13 Mar, 2025 06:16:25 PM	11 Mar, 2025 07:35:08 PM	0:02:19		Internal
597057602207			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		12 Mar, 2025 05:31:11 AM	13 Mar, 2025 06:16:25 PM	11 Mar, 2025 07:35:08 PM	0:02:19		Internal
597057602207			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Mar, 2025 05:31:11 AM	13 Mar, 2025 06:16:25 PM	11 Mar, 2025 07:35:08 PM	0:02:19		Internal
597057602207			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Mar, 2025 05:31:11 AM	13 Mar, 2025 06:16:25 PM	11 Mar, 2025 07:35:08 PM	0:02:19		Internal
597057602207			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Mar, 2025 05:31:11 AM	13 Mar, 2025 06:16:25 PM	11 Mar, 2025 07:35:08 PM	0:02:19		Internal
596116056308			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Mar, 2025 06:19:50 PM	13 Mar, 2025 06:24:50 PM	07 Mar, 2025 05:03:09 PM	0:03:31		Internal
596116056308			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Mar, 2025 06:19:50 PM	13 Mar, 2025 06:24:50 PM	07 Mar, 2025 05:03:09 PM	0:03:31		Internal
596116056308			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Mar, 2025 06:19:50 PM	13 Mar, 2025 06:24:50 PM	07 Mar, 2025 05:03:09 PM	0:03:31		Internal
596116056308			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Mar, 2025 06:19:50 PM	13 Mar, 2025 06:24:50 PM	07 Mar, 2025 05:03:09 PM	0:03:31		Internal
596116056308			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Mar, 2025 06:19:50 PM	13 Mar, 2025 06:24:50 PM	07 Mar, 2025 05:03:09 PM	0:03:31		Internal
596116056308			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Mar, 2025 06:19:50 PM	13 Mar, 2025 06:24:50 PM	07 Mar, 2025 05:03:09 PM	0:03:31		Internal
596116056308			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Mar, 2025 06:19:50 PM	13 Mar, 2025 06:24:50 PM	07 Mar, 2025 05:03:09 PM	0:03:31		Internal
596116056308			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Mar, 2025 06:19:50 PM	13 Mar, 2025 06:24:50 PM	07 Mar, 2025 05:03:09 PM	0:03:31		Internal
596116056308			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Mar, 2025 06:19:50 PM	13 Mar, 2025 06:24:50 PM	07 Mar, 2025 05:03:09 PM	0:03:31		Internal
596116056308			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Mar, 2025 06:19:50 PM	13 Mar, 2025 06:24:50 PM	07 Mar, 2025 05:03:09 PM	0:03:31		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596116056308	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	13 Mar, 2025 06:19:50 PM	13 Mar, 2025 06:24:50 PM	07 Mar, 2025 05:03:09 PM	0:03:31		Internal
596116056308			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Mar, 2025 06:19:50 PM	13 Mar, 2025 06:24:50 PM	07 Mar, 2025 05:03:09 PM	0:03:31		Internal
596116056308			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Mar, 2025 06:19:50 PM	13 Mar, 2025 06:24:50 PM	07 Mar, 2025 05:03:09 PM	0:03:31		Internal
596116056308			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Mar, 2025 06:19:50 PM	13 Mar, 2025 06:24:50 PM	07 Mar, 2025 05:03:09 PM	0:03:31		Internal
596116056308			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Mar, 2025 06:19:50 PM	13 Mar, 2025 06:24:50 PM	07 Mar, 2025 05:03:09 PM	0:03:31		Internal
596116056308			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Mar, 2025 06:19:50 PM	13 Mar, 2025 06:24:50 PM	07 Mar, 2025 05:03:09 PM	0:03:31		Internal
596116056308			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Mar, 2025 06:19:50 PM	13 Mar, 2025 06:24:50 PM	07 Mar, 2025 05:03:09 PM	0:03:31		Internal
596116056308			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 Mar, 2025 06:19:50 PM	13 Mar, 2025 06:24:50 PM	07 Mar, 2025 05:03:09 PM	0:03:31		Internal
596116056308			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Mar, 2025 06:19:50 PM	13 Mar, 2025 06:24:50 PM	07 Mar, 2025 05:03:09 PM	0:03:31		Internal
596116056308			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Mar, 2025 06:19:50 PM	13 Mar, 2025 06:24:50 PM	07 Mar, 2025 05:03:09 PM	0:03:31		Internal
596116056308			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Mar, 2025 06:19:50 PM	13 Mar, 2025 06:24:50 PM	07 Mar, 2025 05:03:09 PM	0:03:31		Internal
596116056308			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Mar, 2025 06:19:50 PM	13 Mar, 2025 06:24:50 PM	07 Mar, 2025 05:03:09 PM	0:03:31		Internal
596116056308			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		13 Mar, 2025 06:19:50 PM	13 Mar, 2025 06:24:50 PM	07 Mar, 2025 05:03:09 PM	0:03:31		Internal
596116056308			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Mar, 2025 06:19:50 PM	13 Mar, 2025 06:24:50 PM	07 Mar, 2025 05:03:09 PM	0:03:31		Internal
596116056308			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Mar, 2025 06:19:50 PM	13 Mar, 2025 06:24:50 PM	07 Mar, 2025 05:03:09 PM	0:03:31		Internal
596116056308			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Mar, 2025 06:19:50 PM	13 Mar, 2025 06:24:50 PM	07 Mar, 2025 05:03:09 PM	0:03:31		Internal
596116317085			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Mar, 2025 03:31:26 PM	14 Mar, 2025 12:54:34 PM	10 Mar, 2025 02:53:01 PM	0:03:35		Internal
596116317085			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Mar, 2025 03:31:26 PM	14 Mar, 2025 12:54:34 PM	10 Mar, 2025 02:53:01 PM	0:03:35		Internal
596116317085			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Mar, 2025 03:31:26 PM	14 Mar, 2025 12:54:34 PM	10 Mar, 2025 02:53:01 PM	0:03:35		Internal
596116317085			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Mar, 2025 03:31:26 PM	14 Mar, 2025 12:54:34 PM	10 Mar, 2025 02:53:01 PM	0:03:35		Internal
596116317085			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Mar, 2025 03:31:26 PM	14 Mar, 2025 12:54:34 PM	10 Mar, 2025 02:53:01 PM	0:03:35		Internal
596116317085			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Mar, 2025 03:31:26 PM	14 Mar, 2025 12:54:34 PM	10 Mar, 2025 02:53:01 PM	0:03:35		Internal
596116317085			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Mar, 2025 03:31:26 PM	14 Mar, 2025 12:54:34 PM	10 Mar, 2025 02:53:01 PM	0:03:35		Internal
596116317085			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Mar, 2025 03:31:26 PM	14 Mar, 2025 12:54:34 PM	10 Mar, 2025 02:53:01 PM	0:03:35		Internal
596116317085			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Mar, 2025 03:31:26 PM	14 Mar, 2025 12:54:34 PM	10 Mar, 2025 02:53:01 PM	0:03:35		Internal
596116317085			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Mar, 2025 03:31:26 PM	14 Mar, 2025 12:54:34 PM	10 Mar, 2025 02:53:01 PM	0:03:35		Internal
596116317085			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Mar, 2025 03:31:26 PM	14 Mar, 2025 12:54:34 PM	10 Mar, 2025 02:53:01 PM	0:03:35		Internal
596116317085			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Mar, 2025 03:31:26 PM	14 Mar, 2025 12:54:34 PM	10 Mar, 2025 02:53:01 PM	0:03:35		Internal
596116317085			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Mar, 2025 03:31:26 PM	14 Mar, 2025 12:54:34 PM	10 Mar, 2025 02:53:01 PM	0:03:35		Internal
596116317085			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Mar, 2025 03:31:26 PM	14 Mar, 2025 12:54:34 PM	10 Mar, 2025 02:53:01 PM	0:03:35		Internal
596116317085			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Mar, 2025 03:31:26 PM	14 Mar, 2025 12:54:34 PM	10 Mar, 2025 02:53:01 PM	0:03:35		Internal
596116317085			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Mar, 2025 03:31:26 PM	14 Mar, 2025 12:54:34 PM	10 Mar, 2025 02:53:01 PM	0:03:35		Internal
596116317085			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Mar, 2025 03:31:26 PM	14 Mar, 2025 12:54:34 PM	10 Mar, 2025 02:53:01 PM	0:03:35		Internal
596116317085			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Mar, 2025 03:31:26 PM	14 Mar, 2025 12:54:34 PM	10 Mar, 2025 02:53:01 PM	0:03:35		Internal
596116317085			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Mar, 2025 03:31:26 PM	14 Mar, 2025 12:54:34 PM	10 Mar, 2025 02:53:01 PM	0:03:35		Internal
596116317085			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Mar, 2025 03:31:26 PM	14 Mar, 2025 12:54:34 PM	10 Mar, 2025 02:53:01 PM	0:03:35		Internal
596116317085			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Mar, 2025 03:31:26 PM	14 Mar, 2025 12:54:34 PM	10 Mar, 2025 02:53:01 PM	0:03:35		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596116317085	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	[redacted]	10 Mar, 2025 03:31:26 PM	14 Mar, 2025 12:54:34 PM	10 Mar, 2025 02:53:01 PM	0:03:35		Internal
596116317085			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Mar, 2025 03:31:26 PM	14 Mar, 2025 12:54:34 PM	10 Mar, 2025 02:53:01 PM	0:03:35		Internal
596116317085			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Mar, 2025 03:31:26 PM	14 Mar, 2025 12:54:34 PM	10 Mar, 2025 02:53:01 PM	0:03:35		Internal
596116317085			CTE_Res_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Mar, 2025 03:31:26 PM	14 Mar, 2025 12:54:34 PM	10 Mar, 2025 02:53:01 PM	0:03:35		Internal
596116317085			CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Mar, 2025 03:31:26 PM	14 Mar, 2025 12:54:34 PM	10 Mar, 2025 02:53:01 PM	0:03:35		Internal
596115815436			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Mar, 2025 07:00:50 PM	14 Mar, 2025 01:16:57 PM	06 Mar, 2025 02:45:05 PM	0:04:11		Internal
596115815436			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Mar, 2025 07:00:50 PM	14 Mar, 2025 01:16:57 PM	06 Mar, 2025 02:45:05 PM	0:04:11		Internal
596115815436			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Mar, 2025 07:00:50 PM	14 Mar, 2025 01:16:57 PM	06 Mar, 2025 02:45:05 PM	0:04:11		Internal
596115815436			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Mar, 2025 07:00:50 PM	14 Mar, 2025 01:16:57 PM	06 Mar, 2025 02:45:05 PM	0:04:11		Internal
596115815436			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Mar, 2025 07:00:50 PM	14 Mar, 2025 01:16:57 PM	06 Mar, 2025 02:45:05 PM	0:04:11		Internal
596115815436			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Mar, 2025 07:00:50 PM	14 Mar, 2025 01:16:57 PM	06 Mar, 2025 02:45:05 PM	0:04:11		Internal
596115815436			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Mar, 2025 07:00:50 PM	14 Mar, 2025 01:16:57 PM	06 Mar, 2025 02:45:05 PM	0:04:11		Internal
596115815436			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Mar, 2025 07:00:50 PM	14 Mar, 2025 01:16:57 PM	06 Mar, 2025 02:45:05 PM	0:04:11		Internal
596115815436			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Mar, 2025 07:00:50 PM	14 Mar, 2025 01:16:57 PM	06 Mar, 2025 02:45:05 PM	0:04:11		Internal
596115815436			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Mar, 2025 07:00:50 PM	14 Mar, 2025 01:16:57 PM	06 Mar, 2025 02:45:05 PM	0:04:11		Internal
596115815436			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Mar, 2025 07:00:50 PM	14 Mar, 2025 01:16:57 PM	06 Mar, 2025 02:45:05 PM	0:04:11		Internal
596115815436			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Mar, 2025 07:00:50 PM	14 Mar, 2025 01:16:57 PM	06 Mar, 2025 02:45:05 PM	0:04:11		Internal
596115815436			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Mar, 2025 07:00:50 PM	14 Mar, 2025 01:16:57 PM	06 Mar, 2025 02:45:05 PM	0:04:11		Internal
596115815436			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Mar, 2025 07:00:50 PM	14 Mar, 2025 01:16:57 PM	06 Mar, 2025 02:45:05 PM	0:04:11		Internal
596115815436			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Mar, 2025 07:00:50 PM	14 Mar, 2025 01:16:57 PM	06 Mar, 2025 02:45:05 PM	0:04:11		Internal
596115815436			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Mar, 2025 07:00:50 PM	14 Mar, 2025 01:16:57 PM	06 Mar, 2025 02:45:05 PM	0:04:11		Internal
596115815436			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Mar, 2025 07:00:50 PM	14 Mar, 2025 01:16:57 PM	06 Mar, 2025 02:45:05 PM	0:04:11		Internal
596115815436			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Mar, 2025 07:00:50 PM	14 Mar, 2025 01:16:57 PM	06 Mar, 2025 02:45:05 PM	0:04:11		Internal
596115815436			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Mar, 2025 07:00:50 PM	14 Mar, 2025 01:16:57 PM	06 Mar, 2025 02:45:05 PM	0:04:11		Internal
596115815436			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Mar, 2025 07:00:50 PM	14 Mar, 2025 01:16:57 PM	06 Mar, 2025 02:45:05 PM	0:04:11		Internal
596115815436			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Mar, 2025 07:00:50 PM	14 Mar, 2025 01:16:57 PM	06 Mar, 2025 02:45:05 PM	0:04:11		Internal
596115815436			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Mar, 2025 07:00:50 PM	14 Mar, 2025 01:16:57 PM	06 Mar, 2025 02:45:05 PM	0:04:11		Internal
596115815436			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		07 Mar, 2025 07:00:50 PM	14 Mar, 2025 01:16:57 PM	06 Mar, 2025 02:45:05 PM	0:04:11		Internal
596115815436			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Mar, 2025 07:00:50 PM	14 Mar, 2025 01:16:57 PM	06 Mar, 2025 02:45:05 PM	0:04:11		Internal
596115815436			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Mar, 2025 07:00:50 PM	14 Mar, 2025 01:16:57 PM	06 Mar, 2025 02:45:05 PM	0:04:11		Internal
596115815436			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Mar, 2025 07:00:50 PM	14 Mar, 2025 01:16:57 PM	06 Mar, 2025 02:45:05 PM	0:04:11		Internal
596115457019			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Mar, 2025 12:57:48 PM	14 Mar, 2025 01:25:09 PM	04 Mar, 2025 03:23:54 PM	0:03:07		Internal
596115457019			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Mar, 2025 12:57:48 PM	14 Mar, 2025 01:25:09 PM	04 Mar, 2025 03:23:54 PM	0:03:07		Internal
596115457019			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Mar, 2025 12:57:48 PM	14 Mar, 2025 01:25:09 PM	04 Mar, 2025 03:23:54 PM	0:03:07		Internal
596115457019			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Mar, 2025 12:57:48 PM	14 Mar, 2025 01:25:09 PM	04 Mar, 2025 03:23:54 PM	0:03:07		Internal
596115457019			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Mar, 2025 12:57:48 PM	14 Mar, 2025 01:25:09 PM	04 Mar, 2025 03:23:54 PM	0:03:07		Internal
596115457019			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Mar, 2025 12:57:48 PM	14 Mar, 2025 01:25:09 PM	04 Mar, 2025 03:23:54 PM	0:03:07		Internal
596115457019			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Mar, 2025 12:57:48 PM	14 Mar, 2025 01:25:09 PM	04 Mar, 2025 03:23:54 PM	0:03:07		Internal
596115457019			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Mar, 2025 12:57:48 PM	14 Mar, 2025 01:25:09 PM	04 Mar, 2025 03:23:54 PM	0:03:07		Internal
596115457019			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Mar, 2025 12:57:48 PM	14 Mar, 2025 01:25:09 PM	04 Mar, 2025 03:23:54 PM	0:03:07		Internal
596115457019			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Mar, 2025 12:57:48 PM	14 Mar, 2025 01:25:09 PM	04 Mar, 2025 03:23:54 PM	0:03:07		Internal
596115457019			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Mar, 2025 12:57:48 PM	14 Mar, 2025 01:25:09 PM	04 Mar, 2025 03:23:54 PM	0:03:07		Internal
596115457019			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Mar, 2025 12:57:48 PM	14 Mar, 2025 01:25:09 PM	04 Mar, 2025 03:23:54 PM	0:03:07		Internal
596115457019			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Mar, 2025 12:57:48 PM	14 Mar, 2025 01:25:09 PM	04 Mar, 2025 03:23:54 PM	0:03:07		Internal
596115457019			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Mar, 2025 12:57:48 PM	14 Mar, 2025 01:25:09 PM	04 Mar, 2025 03:23:54 PM	0:03:07		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596115457019	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	14 Mar, 2025 12:57:48 PM	14 Mar, 2025 01:25:09 PM	04 Mar, 2025 03:23:54 PM	0:03:07		Internal
596115457019			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Mar, 2025 12:57:48 PM	14 Mar, 2025 01:25:09 PM	04 Mar, 2025 03:23:54 PM	0:03:07		Internal
596115457019			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Mar, 2025 12:57:48 PM	14 Mar, 2025 01:25:09 PM	04 Mar, 2025 03:23:54 PM	0:03:07		Internal
596115457019			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Mar, 2025 12:57:48 PM	14 Mar, 2025 01:25:09 PM	04 Mar, 2025 03:23:54 PM	0:03:07		Internal
596115457019			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Mar, 2025 12:57:48 PM	14 Mar, 2025 01:25:09 PM	04 Mar, 2025 03:23:54 PM	0:03:07		Internal
596115457019			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Mar, 2025 12:57:48 PM	14 Mar, 2025 01:25:09 PM	04 Mar, 2025 03:23:54 PM	0:03:07		Internal
596115457019			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Mar, 2025 12:57:48 PM	14 Mar, 2025 01:25:09 PM	04 Mar, 2025 03:23:54 PM	0:03:07		Internal
596115457019			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Mar, 2025 12:57:48 PM	14 Mar, 2025 01:25:09 PM	04 Mar, 2025 03:23:54 PM	0:03:07		Internal
596115457019			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		14 Mar, 2025 12:57:48 PM	14 Mar, 2025 01:25:09 PM	04 Mar, 2025 03:23:54 PM	0:03:07		Internal
596115457019			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Mar, 2025 12:57:48 PM	14 Mar, 2025 01:25:09 PM	04 Mar, 2025 03:23:54 PM	0:03:07		Internal
596115457019			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Mar, 2025 12:57:48 PM	14 Mar, 2025 01:25:09 PM	04 Mar, 2025 03:23:54 PM	0:03:07		Internal
596115457019			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Mar, 2025 12:57:48 PM	14 Mar, 2025 01:25:09 PM	04 Mar, 2025 03:23:54 PM	0:03:07		Internal
597057986119			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Mar, 2025 01:29:45 PM	14 Mar, 2025 01:55:30 PM	14 Mar, 2025 12:45:24 PM	0:03:49		Internal
597057986119			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Mar, 2025 01:29:45 PM	14 Mar, 2025 01:55:30 PM	14 Mar, 2025 12:45:24 PM	0:03:49		Internal
597057986119			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Mar, 2025 01:29:45 PM	14 Mar, 2025 01:55:30 PM	14 Mar, 2025 12:45:24 PM	0:03:49		Internal
597057986119			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Mar, 2025 01:29:45 PM	14 Mar, 2025 01:55:30 PM	14 Mar, 2025 12:45:24 PM	0:03:49		Internal
597057986119			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Mar, 2025 01:29:45 PM	14 Mar, 2025 01:55:30 PM	14 Mar, 2025 12:45:24 PM	0:03:49		Internal
597057986119			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Mar, 2025 01:29:45 PM	14 Mar, 2025 01:55:30 PM	14 Mar, 2025 12:45:24 PM	0:03:49		Internal
597057986119			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Mar, 2025 01:29:45 PM	14 Mar, 2025 01:55:30 PM	14 Mar, 2025 12:45:24 PM	0:03:49		Internal
597057986119			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Mar, 2025 01:29:45 PM	14 Mar, 2025 01:55:30 PM	14 Mar, 2025 12:45:24 PM	0:03:49		Internal
597057986119			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Mar, 2025 01:29:45 PM	14 Mar, 2025 01:55:30 PM	14 Mar, 2025 12:45:24 PM	0:03:49		Internal
597057986119			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Mar, 2025 01:29:45 PM	14 Mar, 2025 01:55:30 PM	14 Mar, 2025 12:45:24 PM	0:03:49		Internal
597057986119			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Mar, 2025 01:29:45 PM	14 Mar, 2025 01:55:30 PM	14 Mar, 2025 12:45:24 PM	0:03:49		Internal
597057986119			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Mar, 2025 01:29:45 PM	14 Mar, 2025 01:55:30 PM	14 Mar, 2025 12:45:24 PM	0:03:49		Internal
597057986119			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Mar, 2025 01:29:45 PM	14 Mar, 2025 01:55:30 PM	14 Mar, 2025 12:45:24 PM	0:03:49		Internal
597057986119			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Mar, 2025 01:29:45 PM	14 Mar, 2025 01:55:30 PM	14 Mar, 2025 12:45:24 PM	0:03:49		Internal
597057986119			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Mar, 2025 01:29:45 PM	14 Mar, 2025 01:55:30 PM	14 Mar, 2025 12:45:24 PM	0:03:49		Internal
597057986119			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Mar, 2025 01:29:45 PM	14 Mar, 2025 01:55:30 PM	14 Mar, 2025 12:45:24 PM	0:03:49		Internal
597057986119			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Mar, 2025 01:29:45 PM	14 Mar, 2025 01:55:30 PM	14 Mar, 2025 12:45:24 PM	0:03:49		Internal
597057986119			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Mar, 2025 01:29:45 PM	14 Mar, 2025 01:55:30 PM	14 Mar, 2025 12:45:24 PM	0:03:49		Internal
597057986119			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Mar, 2025 01:29:45 PM	14 Mar, 2025 01:55:30 PM	14 Mar, 2025 12:45:24 PM	0:03:49		Internal
597057986119			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Mar, 2025 01:29:45 PM	14 Mar, 2025 01:55:30 PM	14 Mar, 2025 12:45:24 PM	0:03:49		Internal
597057986119			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Mar, 2025 01:29:45 PM	14 Mar, 2025 01:55:30 PM	14 Mar, 2025 12:45:24 PM	0:03:49		Internal
597057986119			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Mar, 2025 01:29:45 PM	14 Mar, 2025 01:55:30 PM	14 Mar, 2025 12:45:24 PM	0:03:49		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597057986119	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	[redacted]	14 Mar, 2025 01:29:45 PM	14 Mar, 2025 01:55:30 PM	14 Mar, 2025 12:45:24 PM	0:03:49		Internal
597057986119			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Mar, 2025 01:29:45 PM	14 Mar, 2025 01:55:30 PM	14 Mar, 2025 12:45:24 PM	0:03:49		Internal
597057986119			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Mar, 2025 01:29:45 PM	14 Mar, 2025 01:55:30 PM	14 Mar, 2025 12:45:24 PM	0:03:49		Internal
597057986119			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Mar, 2025 01:29:45 PM	14 Mar, 2025 01:55:30 PM	14 Mar, 2025 12:45:24 PM	0:03:49		Internal
597057910909			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Mar, 2025 11:31:02 AM	14 Mar, 2025 02:39:54 PM	13 Mar, 2025 06:16:42 PM	0:03:02		Internal
597057910909			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Mar, 2025 11:31:02 AM	14 Mar, 2025 02:39:54 PM	13 Mar, 2025 06:16:42 PM	0:03:02		Internal
597057910909			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Mar, 2025 11:31:02 AM	14 Mar, 2025 02:39:54 PM	13 Mar, 2025 06:16:42 PM	0:03:02		Internal
597057910909			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Mar, 2025 11:31:02 AM	14 Mar, 2025 02:39:54 PM	13 Mar, 2025 06:16:42 PM	0:03:02		Internal
597057910909			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Mar, 2025 11:31:02 AM	14 Mar, 2025 02:39:54 PM	13 Mar, 2025 06:16:42 PM	0:03:02		Internal
597057910909			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Mar, 2025 11:31:02 AM	14 Mar, 2025 02:39:54 PM	13 Mar, 2025 06:16:42 PM	0:03:02		Internal
597057910909			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Mar, 2025 11:31:02 AM	14 Mar, 2025 02:39:54 PM	13 Mar, 2025 06:16:42 PM	0:03:02		Internal
597057910909			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Mar, 2025 11:31:02 AM	14 Mar, 2025 02:39:54 PM	13 Mar, 2025 06:16:42 PM	0:03:02		Internal
597057910909			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Mar, 2025 11:31:02 AM	14 Mar, 2025 02:39:54 PM	13 Mar, 2025 06:16:42 PM	0:03:02		Internal
597057910909			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Mar, 2025 11:31:02 AM	14 Mar, 2025 02:39:54 PM	13 Mar, 2025 06:16:42 PM	0:03:02		Internal
597057910909			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Mar, 2025 11:31:02 AM	14 Mar, 2025 02:39:54 PM	13 Mar, 2025 06:16:42 PM	0:03:02		Internal
597057910909			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Mar, 2025 11:31:02 AM	14 Mar, 2025 02:39:54 PM	13 Mar, 2025 06:16:42 PM	0:03:02		Internal
597057910909			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Mar, 2025 11:31:02 AM	14 Mar, 2025 02:39:54 PM	13 Mar, 2025 06:16:42 PM	0:03:02		Internal
597057910909			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Mar, 2025 11:31:02 AM	14 Mar, 2025 02:39:54 PM	13 Mar, 2025 06:16:42 PM	0:03:02		Internal
597057910909			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Mar, 2025 11:31:02 AM	14 Mar, 2025 02:39:54 PM	13 Mar, 2025 06:16:42 PM	0:03:02		Internal
597057910909			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Mar, 2025 11:31:02 AM	14 Mar, 2025 02:39:54 PM	13 Mar, 2025 06:16:42 PM	0:03:02		Internal
597057910909			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Mar, 2025 11:31:02 AM	14 Mar, 2025 02:39:54 PM	13 Mar, 2025 06:16:42 PM	0:03:02		Internal
597057910909			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Mar, 2025 11:31:02 AM	14 Mar, 2025 02:39:54 PM	13 Mar, 2025 06:16:42 PM	0:03:02		Internal
597057910909			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Mar, 2025 11:31:02 AM	14 Mar, 2025 02:39:54 PM	13 Mar, 2025 06:16:42 PM	0:03:02		Internal
597057910909			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Mar, 2025 11:31:02 AM	14 Mar, 2025 02:39:54 PM	13 Mar, 2025 06:16:42 PM	0:03:02		Internal
597057910909			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Mar, 2025 11:31:02 AM	14 Mar, 2025 02:39:54 PM	13 Mar, 2025 06:16:42 PM	0:03:02		Internal
597057910909			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Mar, 2025 11:31:02 AM	14 Mar, 2025 02:39:54 PM	13 Mar, 2025 06:16:42 PM	0:03:02		Internal
597057910909			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		14 Mar, 2025 11:31:02 AM	14 Mar, 2025 02:39:54 PM	13 Mar, 2025 06:16:42 PM	0:03:02		Internal
597057910909			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Mar, 2025 11:31:02 AM	14 Mar, 2025 02:39:54 PM	13 Mar, 2025 06:16:42 PM	0:03:02		Internal
597057910909			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Mar, 2025 11:31:02 AM	14 Mar, 2025 02:39:54 PM	13 Mar, 2025 06:16:42 PM	0:03:02		Internal
597057910909			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Mar, 2025 11:31:02 AM	14 Mar, 2025 02:39:54 PM	13 Mar, 2025 06:16:42 PM	0:03:02		Internal
597057959256			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Mar, 2025 11:31:24 PM	14 Mar, 2025 02:59:45 PM	13 Mar, 2025 09:31:37 PM	0:06:11		Internal
597057959256			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Mar, 2025 11:31:24 PM	14 Mar, 2025 02:59:45 PM	13 Mar, 2025 09:31:37 PM	0:06:11		Internal
597057959256			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Mar, 2025 11:31:24 PM	14 Mar, 2025 02:59:45 PM	13 Mar, 2025 09:31:37 PM	0:06:11		Internal
597057959256			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Mar, 2025 11:31:24 PM	14 Mar, 2025 02:59:45 PM	13 Mar, 2025 09:31:37 PM	0:06:11		Internal
597057959256			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Mar, 2025 11:31:24 PM	14 Mar, 2025 02:59:45 PM	13 Mar, 2025 09:31:37 PM	0:06:11		Internal
597057959256			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Mar, 2025 11:31:24 PM	14 Mar, 2025 02:59:45 PM	13 Mar, 2025 09:31:37 PM	0:06:11		Internal
597057959256			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Mar, 2025 11:31:24 PM	14 Mar, 2025 02:59:45 PM	13 Mar, 2025 09:31:37 PM	0:06:11		Internal
597057959256			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Mar, 2025 11:31:24 PM	14 Mar, 2025 02:59:45 PM	13 Mar, 2025 09:31:37 PM	0:06:11		Internal
597057959256			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Mar, 2025 11:31:24 PM	14 Mar, 2025 02:59:45 PM	13 Mar, 2025 09:31:37 PM	0:06:11		Internal
597057959256			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Mar, 2025 11:31:24 PM	14 Mar, 2025 02:59:45 PM	13 Mar, 2025 09:31:37 PM	0:06:11		Internal
597057959256			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Mar, 2025 11:31:24 PM	14 Mar, 2025 02:59:45 PM	13 Mar, 2025 09:31:37 PM	0:06:11		Internal
597057959256			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Mar, 2025 11:31:24 PM	14 Mar, 2025 02:59:45 PM	13 Mar, 2025 09:31:37 PM	0:06:11		Internal
597057959256			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Mar, 2025 11:31:24 PM	14 Mar, 2025 02:59:45 PM	13 Mar, 2025 09:31:37 PM	0:06:11		Internal
597057959256			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Mar, 2025 11:31:24 PM	14 Mar, 2025 02:59:45 PM	13 Mar, 2025 09:31:37 PM	0:06:11		Internal
597057959256			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Mar, 2025 11:31:24 PM	14 Mar, 2025 02:59:45 PM	13 Mar, 2025 09:31:37 PM	0:06:11		Internal
597057959256			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Mar, 2025 11:31:24 PM	14 Mar, 2025 02:59:45 PM	13 Mar, 2025 09:31:37 PM	0:06:11		Internal
597057959256			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Mar, 2025 11:31:24 PM	14 Mar, 2025 02:59:45 PM	13 Mar, 2025 09:31:37 PM	0:06:11		Internal
597057959256			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 Mar, 2025 11:31:24 PM	14 Mar, 2025 02:59:45 PM	13 Mar, 2025 09:31:37 PM	0:06:11		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597057959256	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	13 Mar, 2025 11:31:24 PM	14 Mar, 2025 02:59:45 PM	13 Mar, 2025 09:31:37 PM	0:06:11		Internal
597057959256			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Mar, 2025 11:31:24 PM	14 Mar, 2025 02:59:45 PM	13 Mar, 2025 09:31:37 PM	0:06:11		Internal
597057959256			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Mar, 2025 11:31:24 PM	14 Mar, 2025 02:59:45 PM	13 Mar, 2025 09:31:37 PM	0:06:11		Internal
597057959256			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Mar, 2025 11:31:24 PM	14 Mar, 2025 02:59:45 PM	13 Mar, 2025 09:31:37 PM	0:06:11		Internal
597057959256			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		13 Mar, 2025 11:31:24 PM	14 Mar, 2025 02:59:45 PM	13 Mar, 2025 09:31:37 PM	0:06:11		Internal
597057959256			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Mar, 2025 11:31:24 PM	14 Mar, 2025 02:59:45 PM	13 Mar, 2025 09:31:37 PM	0:06:11		Internal
597057959256			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Mar, 2025 11:31:24 PM	14 Mar, 2025 02:59:45 PM	13 Mar, 2025 09:31:37 PM	0:06:11		Internal
597057959256			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Mar, 2025 11:31:24 PM	14 Mar, 2025 02:59:45 PM	13 Mar, 2025 09:31:37 PM	0:06:11		Internal
597058002016			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Mar, 2025 02:53:43 PM	14 Mar, 2025 03:05:34 PM	14 Mar, 2025 01:48:51 PM	0:04:42		Internal
597058002016			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Mar, 2025 02:53:43 PM	14 Mar, 2025 03:05:34 PM	14 Mar, 2025 01:48:51 PM	0:04:42		Internal
597058002016			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Mar, 2025 02:53:43 PM	14 Mar, 2025 03:05:34 PM	14 Mar, 2025 01:48:51 PM	0:04:42		Internal
597058002016			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Mar, 2025 02:53:43 PM	14 Mar, 2025 03:05:34 PM	14 Mar, 2025 01:48:51 PM	0:04:42		Internal
597058002016			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Mar, 2025 02:53:43 PM	14 Mar, 2025 03:05:34 PM	14 Mar, 2025 01:48:51 PM	0:04:42		Internal
597058002016			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Mar, 2025 02:53:43 PM	14 Mar, 2025 03:05:34 PM	14 Mar, 2025 01:48:51 PM	0:04:42		Internal
597058002016			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Mar, 2025 02:53:43 PM	14 Mar, 2025 03:05:34 PM	14 Mar, 2025 01:48:51 PM	0:04:42		Internal
597058002016			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Mar, 2025 02:53:43 PM	14 Mar, 2025 03:05:34 PM	14 Mar, 2025 01:48:51 PM	0:04:42		Internal
597058002016			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Mar, 2025 02:53:43 PM	14 Mar, 2025 03:05:34 PM	14 Mar, 2025 01:48:51 PM	0:04:42		Internal
597058002016			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Mar, 2025 02:53:43 PM	14 Mar, 2025 03:05:34 PM	14 Mar, 2025 01:48:51 PM	0:04:42		Internal
597058002016			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Mar, 2025 02:53:43 PM	14 Mar, 2025 03:05:34 PM	14 Mar, 2025 01:48:51 PM	0:04:42		Internal
597058002016			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Mar, 2025 02:53:43 PM	14 Mar, 2025 03:05:34 PM	14 Mar, 2025 01:48:51 PM	0:04:42		Internal
597058002016			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Mar, 2025 02:53:43 PM	14 Mar, 2025 03:05:34 PM	14 Mar, 2025 01:48:51 PM	0:04:42		Internal
597058002016			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Mar, 2025 02:53:43 PM	14 Mar, 2025 03:05:34 PM	14 Mar, 2025 01:48:51 PM	0:04:42		Internal
597058002016			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Mar, 2025 02:53:43 PM	14 Mar, 2025 03:05:34 PM	14 Mar, 2025 01:48:51 PM	0:04:42		Internal
597058002016			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Mar, 2025 02:53:43 PM	14 Mar, 2025 03:05:34 PM	14 Mar, 2025 01:48:51 PM	0:04:42		Internal
597058002016			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Mar, 2025 02:53:43 PM	14 Mar, 2025 03:05:34 PM	14 Mar, 2025 01:48:51 PM	0:04:42		Internal
597058002016			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Mar, 2025 02:53:43 PM	14 Mar, 2025 03:05:34 PM	14 Mar, 2025 01:48:51 PM	0:04:42		Internal
597058002016			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Mar, 2025 02:53:43 PM	14 Mar, 2025 03:05:34 PM	14 Mar, 2025 01:48:51 PM	0:04:42		Internal
597058002016			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Mar, 2025 02:53:43 PM	14 Mar, 2025 03:05:34 PM	14 Mar, 2025 01:48:51 PM	0:04:42		Internal
597058002016			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Mar, 2025 02:53:43 PM	14 Mar, 2025 03:05:34 PM	14 Mar, 2025 01:48:51 PM	0:04:42		Internal
597058002016			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Mar, 2025 02:53:43 PM	14 Mar, 2025 03:05:34 PM	14 Mar, 2025 01:48:51 PM	0:04:42		Internal
597058002016			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		14 Mar, 2025 02:53:43 PM	14 Mar, 2025 03:05:34 PM	14 Mar, 2025 01:48:51 PM	0:04:42		Internal
597058002016			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Mar, 2025 02:53:43 PM	14 Mar, 2025 03:05:34 PM	14 Mar, 2025 01:48:51 PM	0:04:42		Internal
597058002016			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Mar, 2025 02:53:43 PM	14 Mar, 2025 03:05:34 PM	14 Mar, 2025 01:48:51 PM	0:04:42		Internal
597058002016			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Mar, 2025 02:53:43 PM	14 Mar, 2025 03:05:34 PM	14 Mar, 2025 01:48:51 PM	0:04:42		Internal
597057944437			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Mar, 2025 03:19:40 PM	14 Mar, 2025 03:39:53 PM	13 Mar, 2025 08:25:49 PM	0:04:31		Internal
597057944437			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Mar, 2025 03:19:40 PM	14 Mar, 2025 03:39:53 PM	13 Mar, 2025 08:25:49 PM	0:04:31		Internal
597057944437			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Mar, 2025 03:19:40 PM	14 Mar, 2025 03:39:53 PM	13 Mar, 2025 08:25:49 PM	0:04:31		Internal
597057944437			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Mar, 2025 03:19:40 PM	14 Mar, 2025 03:39:53 PM	13 Mar, 2025 08:25:49 PM	0:04:31		Internal
597057944437			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Mar, 2025 03:19:40 PM	14 Mar, 2025 03:39:53 PM	13 Mar, 2025 08:25:49 PM	0:04:31		Internal
597057944437			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Mar, 2025 03:19:40 PM	14 Mar, 2025 03:39:53 PM	13 Mar, 2025 08:25:49 PM	0:04:31		Internal
597057944437			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Mar, 2025 03:19:40 PM	14 Mar, 2025 03:39:53 PM	13 Mar, 2025 08:25:49 PM	0:04:31		Internal
597057944437			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Mar, 2025 03:19:40 PM	14 Mar, 2025 03:39:53 PM	13 Mar, 2025 08:25:49 PM	0:04:31		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597057944437	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	[redacted]	14 Mar, 2025 03:19:40 PM	14 Mar, 2025 03:39:53 PM	13 Mar, 2025 08:25:49 PM	0:04:31		Internal
597057944437			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Mar, 2025 03:19:40 PM	14 Mar, 2025 03:39:53 PM	13 Mar, 2025 08:25:49 PM	0:04:31		Internal
597057944437			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Mar, 2025 03:19:40 PM	14 Mar, 2025 03:39:53 PM	13 Mar, 2025 08:25:49 PM	0:04:31		Internal
597057944437			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Mar, 2025 03:19:40 PM	14 Mar, 2025 03:39:53 PM	13 Mar, 2025 08:25:49 PM	0:04:31		Internal
597057944437			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Mar, 2025 03:19:40 PM	14 Mar, 2025 03:39:53 PM	13 Mar, 2025 08:25:49 PM	0:04:31		Internal
597057944437			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Mar, 2025 03:19:40 PM	14 Mar, 2025 03:39:53 PM	13 Mar, 2025 08:25:49 PM	0:04:31		Internal
597057944437			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Mar, 2025 03:19:40 PM	14 Mar, 2025 03:39:53 PM	13 Mar, 2025 08:25:49 PM	0:04:31		Internal
597057944437			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Mar, 2025 03:19:40 PM	14 Mar, 2025 03:39:53 PM	13 Mar, 2025 08:25:49 PM	0:04:31		Internal
597057944437			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Mar, 2025 03:19:40 PM	14 Mar, 2025 03:39:53 PM	13 Mar, 2025 08:25:49 PM	0:04:31		Internal
597057944437			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Mar, 2025 03:19:40 PM	14 Mar, 2025 03:39:53 PM	13 Mar, 2025 08:25:49 PM	0:04:31		Internal
597057944437			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Mar, 2025 03:19:40 PM	14 Mar, 2025 03:39:53 PM	13 Mar, 2025 08:25:49 PM	0:04:31		Internal
597057944437			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Mar, 2025 03:19:40 PM	14 Mar, 2025 03:39:53 PM	13 Mar, 2025 08:25:49 PM	0:04:31		Internal
597057944437			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Mar, 2025 03:19:40 PM	14 Mar, 2025 03:39:53 PM	13 Mar, 2025 08:25:49 PM	0:04:31		Internal
597057944437			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Mar, 2025 03:19:40 PM	14 Mar, 2025 03:39:53 PM	13 Mar, 2025 08:25:49 PM	0:04:31		Internal
597057944437			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		14 Mar, 2025 03:19:40 PM	14 Mar, 2025 03:39:53 PM	13 Mar, 2025 08:25:49 PM	0:04:31		Internal
597057944437			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Mar, 2025 03:19:40 PM	14 Mar, 2025 03:39:53 PM	13 Mar, 2025 08:25:49 PM	0:04:31		Internal
597057944437			CTE_Res_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Mar, 2025 03:19:40 PM	14 Mar, 2025 03:39:53 PM	13 Mar, 2025 08:25:49 PM	0:04:31		Internal
597057944437			CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Mar, 2025 03:19:40 PM	14 Mar, 2025 03:39:53 PM	13 Mar, 2025 08:25:49 PM	0:04:31		Internal
596116372617			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Mar, 2025 11:00:59 AM	14 Mar, 2025 05:03:33 PM	10 Mar, 2025 05:32:41 PM	0:03:17		Internal
596116372617			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Mar, 2025 11:00:59 AM	14 Mar, 2025 05:03:33 PM	10 Mar, 2025 05:32:41 PM	0:03:17		Internal
596116372617			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Mar, 2025 11:00:59 AM	14 Mar, 2025 05:03:33 PM	10 Mar, 2025 05:32:41 PM	0:03:17		Internal
596116372617			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Mar, 2025 11:00:59 AM	14 Mar, 2025 05:03:33 PM	10 Mar, 2025 05:32:41 PM	0:03:17		Internal
596116372617			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Mar, 2025 11:00:59 AM	14 Mar, 2025 05:03:33 PM	10 Mar, 2025 05:32:41 PM	0:03:17		Internal
596116372617			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Mar, 2025 11:00:59 AM	14 Mar, 2025 05:03:33 PM	10 Mar, 2025 05:32:41 PM	0:03:17		Internal
596116372617			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Mar, 2025 11:00:59 AM	14 Mar, 2025 05:03:33 PM	10 Mar, 2025 05:32:41 PM	0:03:17		Internal
596116372617			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Mar, 2025 11:00:59 AM	14 Mar, 2025 05:03:33 PM	10 Mar, 2025 05:32:41 PM	0:03:17		Internal
596116372617			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Mar, 2025 11:00:59 AM	14 Mar, 2025 05:03:33 PM	10 Mar, 2025 05:32:41 PM	0:03:17		Internal
596116372617			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Mar, 2025 11:00:59 AM	14 Mar, 2025 05:03:33 PM	10 Mar, 2025 05:32:41 PM	0:03:17		Internal
596116372617			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Mar, 2025 11:00:59 AM	14 Mar, 2025 05:03:33 PM	10 Mar, 2025 05:32:41 PM	0:03:17		Internal
596116372617			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Mar, 2025 11:00:59 AM	14 Mar, 2025 05:03:33 PM	10 Mar, 2025 05:32:41 PM	0:03:17		Internal
596116372617			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Mar, 2025 11:00:59 AM	14 Mar, 2025 05:03:33 PM	10 Mar, 2025 05:32:41 PM	0:03:17		Internal
596116372617			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Mar, 2025 11:00:59 AM	14 Mar, 2025 05:03:33 PM	10 Mar, 2025 05:32:41 PM	0:03:17		Internal
596116372617			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Mar, 2025 11:00:59 AM	14 Mar, 2025 05:03:33 PM	10 Mar, 2025 05:32:41 PM	0:03:17		Internal
596116372617			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Mar, 2025 11:00:59 AM	14 Mar, 2025 05:03:33 PM	10 Mar, 2025 05:32:41 PM	0:03:17		Internal
596116372617			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Mar, 2025 11:00:59 AM	14 Mar, 2025 05:03:33 PM	10 Mar, 2025 05:32:41 PM	0:03:17		Internal
596116372617			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Mar, 2025 11:00:59 AM	14 Mar, 2025 05:03:33 PM	10 Mar, 2025 05:32:41 PM	0:03:17		Internal
596116372617			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Mar, 2025 11:00:59 AM	14 Mar, 2025 05:03:33 PM	10 Mar, 2025 05:32:41 PM	0:03:17		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Ty	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596116372617	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	[redacted]	11 Mar, 2025 11:00:59 AM	14 Mar, 2025 05:03:33 PM	10 Mar, 2025 05:32:41 PM	0:03:17		Internal
596116372617			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Mar, 2025 11:00:59 AM	14 Mar, 2025 05:03:33 PM	10 Mar, 2025 05:32:41 PM	0:03:17		Internal
596116372617			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Mar, 2025 11:00:59 AM	14 Mar, 2025 05:03:33 PM	10 Mar, 2025 05:32:41 PM	0:03:17		Internal
596116372617			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		11 Mar, 2025 11:00:59 AM	14 Mar, 2025 05:03:33 PM	10 Mar, 2025 05:32:41 PM	0:03:17		Internal
596116372617			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Mar, 2025 11:00:59 AM	14 Mar, 2025 05:03:33 PM	10 Mar, 2025 05:32:41 PM	0:03:17		Internal
596116372617			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Mar, 2025 11:00:59 AM	14 Mar, 2025 05:03:33 PM	10 Mar, 2025 05:32:41 PM	0:03:17		Internal
596116372617			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Mar, 2025 11:00:59 AM	14 Mar, 2025 05:03:33 PM	10 Mar, 2025 05:32:41 PM	0:03:17		Internal
596115266852			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Mar, 2025 05:24:20 PM	14 Mar, 2025 05:44:01 PM	03 Mar, 2025 05:15:37 PM	0:05:00		Internal
596115266852			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Mar, 2025 05:24:20 PM	14 Mar, 2025 05:44:01 PM	03 Mar, 2025 05:15:37 PM	0:05:00		Internal
596115266852			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Mar, 2025 05:24:20 PM	14 Mar, 2025 05:44:01 PM	03 Mar, 2025 05:15:37 PM	0:05:00		Internal
596115266852			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Mar, 2025 05:24:20 PM	14 Mar, 2025 05:44:01 PM	03 Mar, 2025 05:15:37 PM	0:05:00		Internal
596115266852			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Mar, 2025 05:24:20 PM	14 Mar, 2025 05:44:01 PM	03 Mar, 2025 05:15:37 PM	0:05:00		Internal
596115266852			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Mar, 2025 05:24:20 PM	14 Mar, 2025 05:44:01 PM	03 Mar, 2025 05:15:37 PM	0:05:00		Internal
596115266852			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Mar, 2025 05:24:20 PM	14 Mar, 2025 05:44:01 PM	03 Mar, 2025 05:15:37 PM	0:05:00		Internal
596115266852			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Mar, 2025 05:24:20 PM	14 Mar, 2025 05:44:01 PM	03 Mar, 2025 05:15:37 PM	0:05:00		Internal
596115266852			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Mar, 2025 05:24:20 PM	14 Mar, 2025 05:44:01 PM	03 Mar, 2025 05:15:37 PM	0:05:00		Internal
596115266852			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Mar, 2025 05:24:20 PM	14 Mar, 2025 05:44:01 PM	03 Mar, 2025 05:15:37 PM	0:05:00		Internal
596115266852			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Mar, 2025 05:24:20 PM	14 Mar, 2025 05:44:01 PM	03 Mar, 2025 05:15:37 PM	0:05:00		Internal
596115266852			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Mar, 2025 05:24:20 PM	14 Mar, 2025 05:44:01 PM	03 Mar, 2025 05:15:37 PM	0:05:00		Internal
596115266852			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Mar, 2025 05:24:20 PM	14 Mar, 2025 05:44:01 PM	03 Mar, 2025 05:15:37 PM	0:05:00		Internal
596115266852			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Mar, 2025 05:24:20 PM	14 Mar, 2025 05:44:01 PM	03 Mar, 2025 05:15:37 PM	0:05:00		Internal
596115266852			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Mar, 2025 05:24:20 PM	14 Mar, 2025 05:44:01 PM	03 Mar, 2025 05:15:37 PM	0:05:00		Internal
596115266852			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Mar, 2025 05:24:20 PM	14 Mar, 2025 05:44:01 PM	03 Mar, 2025 05:15:37 PM	0:05:00		Internal
596115266852			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Mar, 2025 05:24:20 PM	14 Mar, 2025 05:44:01 PM	03 Mar, 2025 05:15:37 PM	0:05:00		Internal
596115266852			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Mar, 2025 05:24:20 PM	14 Mar, 2025 05:44:01 PM	03 Mar, 2025 05:15:37 PM	0:05:00		Internal
596115266852			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Mar, 2025 05:24:20 PM	14 Mar, 2025 05:44:01 PM	03 Mar, 2025 05:15:37 PM	0:05:00		Internal
596115549585			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Mar, 2025 07:00:24 PM	16 Mar, 2025 12:24:52 PM	04 Mar, 2025 08:25:00 PM	0:05:49		Internal
596115549585			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Mar, 2025 07:00:24 PM	16 Mar, 2025 12:24:52 PM	04 Mar, 2025 08:25:00 PM	0:05:49		Internal
596115549585			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Mar, 2025 07:00:24 PM	16 Mar, 2025 12:24:52 PM	04 Mar, 2025 08:25:00 PM	0:05:49		Internal
596115549585			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		05 Mar, 2025 07:00:24 PM	16 Mar, 2025 12:24:52 PM	04 Mar, 2025 08:25:00 PM	0:05:49		Internal
596115549585			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Mar, 2025 07:00:24 PM	16 Mar, 2025 12:24:52 PM	04 Mar, 2025 08:25:00 PM	0:05:49		Internal
596115549585			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Mar, 2025 07:00:24 PM	16 Mar, 2025 12:24:52 PM	04 Mar, 2025 08:25:00 PM	0:05:49		Internal
596115549585			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Mar, 2025 07:00:24 PM	16 Mar, 2025 12:24:52 PM	04 Mar, 2025 08:25:00 PM	0:05:49		Internal
596115549585			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Mar, 2025 07:00:24 PM	16 Mar, 2025 12:24:52 PM	04 Mar, 2025 08:25:00 PM	0:05:49		Internal
596115549585			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Mar, 2025 07:00:24 PM	16 Mar, 2025 12:24:52 PM	04 Mar, 2025 08:25:00 PM	0:05:49		Internal
596115549585			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Mar, 2025 07:00:24 PM	16 Mar, 2025 12:24:52 PM	04 Mar, 2025 08:25:00 PM	0:05:49		Internal
596115549585			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Mar, 2025 07:00:24 PM	16 Mar, 2025 12:24:52 PM	04 Mar, 2025 08:25:00 PM	0:05:49		Internal
596115549585			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Mar, 2025 07:00:24 PM	16 Mar, 2025 12:24:52 PM	04 Mar, 2025 08:25:00 PM	0:05:49		Internal
596115549585			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 Mar, 2025 07:00:24 PM	16 Mar, 2025 12:24:52 PM	04 Mar, 2025 08:25:00 PM	0:05:49		Internal
596115549585			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 Mar, 2025 07:00:24 PM	16 Mar, 2025 12:24:52 PM	04 Mar, 2025 08:25:00 PM	0:05:49		Internal
596115549585			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Mar, 2025 07:00:24 PM	16 Mar, 2025 12:24:52 PM	04 Mar, 2025 08:25:00 PM	0:05:49		Internal
596115549585			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Mar, 2025 07:00:24 PM	16 Mar, 2025 12:24:52 PM	04 Mar, 2025 08:25:00 PM	0:05:49		Internal
596115549585			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 Mar, 2025 07:00:24 PM	16 Mar, 2025 12:24:52 PM	04 Mar, 2025 08:25:00 PM	0:05:49		Internal
596115549585			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 Mar, 2025 07:00:24 PM	16 Mar, 2025 12:24:52 PM	04 Mar, 2025 08:25:00 PM	0:05:49		Internal
596115549585			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Mar, 2025 07:00:24 PM	16 Mar, 2025 12:24:52 PM	04 Mar, 2025 08:25:00 PM	0:05:49		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596115549585	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	[redacted]	05 Mar, 2025 07:00:24 PM	16 Mar, 2025 12:24:52 PM	04 Mar, 2025 08:25:00 PM	0:05:49		Internal
596115549585			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 Mar, 2025 07:00:24 PM	16 Mar, 2025 12:24:52 PM	04 Mar, 2025 08:25:00 PM	0:05:49		Internal
596115549585			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 Mar, 2025 07:00:24 PM	16 Mar, 2025 12:24:52 PM	04 Mar, 2025 08:25:00 PM	0:05:49		Internal
596115549585			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Mar, 2025 07:00:24 PM	16 Mar, 2025 12:24:52 PM	04 Mar, 2025 08:25:00 PM	0:05:49		Internal
596115549585			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Mar, 2025 07:00:24 PM	16 Mar, 2025 12:24:52 PM	04 Mar, 2025 08:25:00 PM	0:05:49		Internal
596115549585			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 Mar, 2025 07:00:24 PM	16 Mar, 2025 12:24:52 PM	04 Mar, 2025 08:25:00 PM	0:05:49		Internal
596115549585			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Mar, 2025 07:00:24 PM	16 Mar, 2025 12:24:52 PM	04 Mar, 2025 08:25:00 PM	0:05:49		Internal
596115549585			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Mar, 2025 07:00:24 PM	16 Mar, 2025 12:24:52 PM	04 Mar, 2025 08:25:00 PM	0:05:49		Internal
596115549585			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Mar, 2025 07:00:24 PM	16 Mar, 2025 12:24:52 PM	04 Mar, 2025 08:25:00 PM	0:05:49		Internal
596115549585			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Mar, 2025 07:00:24 PM	16 Mar, 2025 12:24:52 PM	04 Mar, 2025 08:25:00 PM	0:05:49		Internal
596115549585			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		05 Mar, 2025 07:00:24 PM	16 Mar, 2025 12:24:52 PM	04 Mar, 2025 08:25:00 PM	0:05:49		Internal
596115549585			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Mar, 2025 07:00:24 PM	16 Mar, 2025 12:24:52 PM	04 Mar, 2025 08:25:00 PM	0:05:49		Internal
596115549585			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Mar, 2025 07:00:24 PM	16 Mar, 2025 12:24:52 PM	04 Mar, 2025 08:25:00 PM	0:05:49		Internal
596115549585			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Mar, 2025 07:00:24 PM	16 Mar, 2025 12:24:52 PM	04 Mar, 2025 08:25:00 PM	0:05:49		Internal
596116308955			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Mar, 2025 03:31:26 PM	16 Mar, 2025 01:20:21 PM	10 Mar, 2025 02:22:41 PM	0:07:58		Internal
596116308955			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Mar, 2025 03:31:26 PM	16 Mar, 2025 01:20:21 PM	10 Mar, 2025 02:22:41 PM	0:07:58		Internal
596116308955			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Mar, 2025 03:31:26 PM	16 Mar, 2025 01:20:21 PM	10 Mar, 2025 02:22:41 PM	0:07:58		Internal
596116308955			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Mar, 2025 03:31:26 PM	16 Mar, 2025 01:20:21 PM	10 Mar, 2025 02:22:41 PM	0:07:58		Internal
596116308955			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Mar, 2025 03:31:26 PM	16 Mar, 2025 01:20:21 PM	10 Mar, 2025 02:22:41 PM	0:07:58		Internal
596116308955			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Mar, 2025 03:31:26 PM	16 Mar, 2025 01:20:21 PM	10 Mar, 2025 02:22:41 PM	0:07:58		Internal
596116308955			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Mar, 2025 03:31:26 PM	16 Mar, 2025 01:20:21 PM	10 Mar, 2025 02:22:41 PM	0:07:58		Internal
596116308955			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Mar, 2025 03:31:26 PM	16 Mar, 2025 01:20:21 PM	10 Mar, 2025 02:22:41 PM	0:07:58		Internal
596116308955			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Mar, 2025 03:31:26 PM	16 Mar, 2025 01:20:21 PM	10 Mar, 2025 02:22:41 PM	0:07:58		Internal
596116308955			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Mar, 2025 03:31:26 PM	16 Mar, 2025 01:20:21 PM	10 Mar, 2025 02:22:41 PM	0:07:58		Internal
596116308955			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Mar, 2025 03:31:26 PM	16 Mar, 2025 01:20:21 PM	10 Mar, 2025 02:22:41 PM	0:07:58		Internal
596116308955			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Mar, 2025 03:31:26 PM	16 Mar, 2025 01:20:21 PM	10 Mar, 2025 02:22:41 PM	0:07:58		Internal
596116308955			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Mar, 2025 03:31:26 PM	16 Mar, 2025 01:20:21 PM	10 Mar, 2025 02:22:41 PM	0:07:58		Internal
596116308955			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Mar, 2025 03:31:26 PM	16 Mar, 2025 01:20:21 PM	10 Mar, 2025 02:22:41 PM	0:07:58		Internal
596116308955			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Mar, 2025 03:31:26 PM	16 Mar, 2025 01:20:21 PM	10 Mar, 2025 02:22:41 PM	0:07:58		Internal
596116308955			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Mar, 2025 03:31:26 PM	16 Mar, 2025 01:20:21 PM	10 Mar, 2025 02:22:41 PM	0:07:58		Internal
596116308955			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Mar, 2025 03:31:26 PM	16 Mar, 2025 01:20:21 PM	10 Mar, 2025 02:22:41 PM	0:07:58		Internal
596116308955			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Mar, 2025 03:31:26 PM	16 Mar, 2025 01:20:21 PM	10 Mar, 2025 02:22:41 PM	0:07:58		Internal
596116308955			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Mar, 2025 03:31:26 PM	16 Mar, 2025 01:20:21 PM	10 Mar, 2025 02:22:41 PM	0:07:58		Internal
596116308955			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Mar, 2025 03:31:26 PM	16 Mar, 2025 01:20:21 PM	10 Mar, 2025 02:22:41 PM	0:07:58		Internal
596116308955			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Mar, 2025 03:31:26 PM	16 Mar, 2025 01:20:21 PM	10 Mar, 2025 02:22:41 PM	0:07:58		Internal
596116308955			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Mar, 2025 03:31:26 PM	16 Mar, 2025 01:20:21 PM	10 Mar, 2025 02:22:41 PM	0:07:58		Internal
596116308955			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Mar, 2025 03:31:26 PM	16 Mar, 2025 01:20:21 PM	10 Mar, 2025 02:22:41 PM	0:07:58		Internal
596116308955			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Mar, 2025 03:31:26 PM	16 Mar, 2025 01:20:21 PM	10 Mar, 2025 02:22:41 PM	0:07:58		Internal
596116308955			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Mar, 2025 03:31:26 PM	16 Mar, 2025 01:20:21 PM	10 Mar, 2025 02:22:41 PM	0:07:58		Internal
596116308955			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Mar, 2025 03:31:26 PM	16 Mar, 2025 01:20:21 PM	10 Mar, 2025 02:22:41 PM	0:07:58		Internal
596116308946			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Mar, 2025 03:31:27 PM	16 Mar, 2025 03:16:43 PM	10 Mar, 2025 02:24:24 PM	0:04:05		Internal
596116308946			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Mar, 2025 03:31:27 PM	16 Mar, 2025 03:16:43 PM	10 Mar, 2025 02:24:24 PM	0:04:05		Internal
596116308946			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Mar, 2025 03:31:27 PM	16 Mar, 2025 03:16:43 PM	10 Mar, 2025 02:24:24 PM	0:04:05		Internal
596116308946			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Mar, 2025 03:31:27 PM	16 Mar, 2025 03:16:43 PM	10 Mar, 2025 02:24:24 PM	0:04:05		Internal
596116308946			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Mar, 2025 03:31:27 PM	16 Mar, 2025 03:16:43 PM	10 Mar, 2025 02:24:24 PM	0:04:05		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596116308946	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	[redacted]	10 Mar, 2025 03:31:27 PM	16 Mar, 2025 03:16:43 PM	10 Mar, 2025 02:24:24 PM	0:04:05		Internal
596116308946			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Mar, 2025 03:31:27 PM	16 Mar, 2025 03:16:43 PM	10 Mar, 2025 02:24:24 PM	0:04:05		Internal
596116308946			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Mar, 2025 03:31:27 PM	16 Mar, 2025 03:16:43 PM	10 Mar, 2025 02:24:24 PM	0:04:05		Internal
596116308946			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Mar, 2025 03:31:27 PM	16 Mar, 2025 03:16:43 PM	10 Mar, 2025 02:24:24 PM	0:04:05		Internal
596116308946			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Mar, 2025 03:31:27 PM	16 Mar, 2025 03:16:43 PM	10 Mar, 2025 02:24:24 PM	0:04:05		Internal
596116308946			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Mar, 2025 03:31:27 PM	16 Mar, 2025 03:16:43 PM	10 Mar, 2025 02:24:24 PM	0:04:05		Internal
596116308946			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Mar, 2025 03:31:27 PM	16 Mar, 2025 03:16:43 PM	10 Mar, 2025 02:24:24 PM	0:04:05		Internal
596116308946			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Mar, 2025 03:31:27 PM	16 Mar, 2025 03:16:43 PM	10 Mar, 2025 02:24:24 PM	0:04:05		Internal
596116308946			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Mar, 2025 03:31:27 PM	16 Mar, 2025 03:16:43 PM	10 Mar, 2025 02:24:24 PM	0:04:05		Internal
596116308946			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Mar, 2025 03:31:27 PM	16 Mar, 2025 03:16:43 PM	10 Mar, 2025 02:24:24 PM	0:04:05		Internal
596116308946			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Mar, 2025 03:31:27 PM	16 Mar, 2025 03:16:43 PM	10 Mar, 2025 02:24:24 PM	0:04:05		Internal
596116308946			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Mar, 2025 03:31:27 PM	16 Mar, 2025 03:16:43 PM	10 Mar, 2025 02:24:24 PM	0:04:05		Internal
596116308946			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Mar, 2025 03:31:27 PM	16 Mar, 2025 03:16:43 PM	10 Mar, 2025 02:24:24 PM	0:04:05		Internal
596116308946			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Mar, 2025 03:31:27 PM	16 Mar, 2025 03:16:43 PM	10 Mar, 2025 02:24:24 PM	0:04:05		Internal
596116308946			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Mar, 2025 03:31:27 PM	16 Mar, 2025 03:16:43 PM	10 Mar, 2025 02:24:24 PM	0:04:05		Internal
596116308946			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Mar, 2025 03:31:27 PM	16 Mar, 2025 03:16:43 PM	10 Mar, 2025 02:24:24 PM	0:04:05		Internal
596116308946			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Mar, 2025 03:31:27 PM	16 Mar, 2025 03:16:43 PM	10 Mar, 2025 02:24:24 PM	0:04:05		Internal
596116308946			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Mar, 2025 03:31:27 PM	16 Mar, 2025 03:16:43 PM	10 Mar, 2025 02:24:24 PM	0:04:05		Internal
596116308946			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Mar, 2025 03:31:27 PM	16 Mar, 2025 03:16:43 PM	10 Mar, 2025 02:24:24 PM	0:04:05		Internal
596116308946			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Mar, 2025 03:31:27 PM	16 Mar, 2025 03:16:43 PM	10 Mar, 2025 02:24:24 PM	0:04:05		Internal
596116308946			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Mar, 2025 03:31:27 PM	16 Mar, 2025 03:16:43 PM	10 Mar, 2025 02:24:24 PM	0:04:05		Internal
597057716831			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Mar, 2025 09:31:16 PM	16 Mar, 2025 03:37:25 PM	12 Mar, 2025 04:20:35 PM	0:08:08		Internal
597057716831			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Mar, 2025 09:31:16 PM	16 Mar, 2025 03:37:25 PM	12 Mar, 2025 04:20:35 PM	0:08:08		Internal
597057716831			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Mar, 2025 09:31:16 PM	16 Mar, 2025 03:37:25 PM	12 Mar, 2025 04:20:35 PM	0:08:08		Internal
597057716831			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Mar, 2025 09:31:16 PM	16 Mar, 2025 03:37:25 PM	12 Mar, 2025 04:20:35 PM	0:08:08		Internal
597057716831			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Mar, 2025 09:31:16 PM	16 Mar, 2025 03:37:25 PM	12 Mar, 2025 04:20:35 PM	0:08:08		Internal
597057716831			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Mar, 2025 09:31:16 PM	16 Mar, 2025 03:37:25 PM	12 Mar, 2025 04:20:35 PM	0:08:08		Internal
597057716831			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Mar, 2025 09:31:16 PM	16 Mar, 2025 03:37:25 PM	12 Mar, 2025 04:20:35 PM	0:08:08		Internal
597057716831			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Mar, 2025 09:31:16 PM	16 Mar, 2025 03:37:25 PM	12 Mar, 2025 04:20:35 PM	0:08:08		Internal
597057716831			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Mar, 2025 09:31:16 PM	16 Mar, 2025 03:37:25 PM	12 Mar, 2025 04:20:35 PM	0:08:08		Internal
597057716831			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Mar, 2025 09:31:16 PM	16 Mar, 2025 03:37:25 PM	12 Mar, 2025 04:20:35 PM	0:08:08		Internal
597057716831			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Mar, 2025 09:31:16 PM	16 Mar, 2025 03:37:25 PM	12 Mar, 2025 04:20:35 PM	0:08:08		Internal
597057716831			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Mar, 2025 09:31:16 PM	16 Mar, 2025 03:37:25 PM	12 Mar, 2025 04:20:35 PM	0:08:08		Internal
597057716831			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Mar, 2025 09:31:16 PM	16 Mar, 2025 03:37:25 PM	12 Mar, 2025 04:20:35 PM	0:08:08		Internal
597057716831			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Mar, 2025 09:31:16 PM	16 Mar, 2025 03:37:25 PM	12 Mar, 2025 04:20:35 PM	0:08:08		Internal
597057716831			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Mar, 2025 09:31:16 PM	16 Mar, 2025 03:37:25 PM	12 Mar, 2025 04:20:35 PM	0:08:08		Internal
597057716831			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Mar, 2025 09:31:16 PM	16 Mar, 2025 03:37:25 PM	12 Mar, 2025 04:20:35 PM	0:08:08		Internal
597057716831			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Mar, 2025 09:31:16 PM	16 Mar, 2025 03:37:25 PM	12 Mar, 2025 04:20:35 PM	0:08:08		Internal
597057716831			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Mar, 2025 09:31:16 PM	16 Mar, 2025 03:37:25 PM	12 Mar, 2025 04:20:35 PM	0:08:08		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597057716831	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	12 Mar, 2025 09:31:16 PM	16 Mar, 2025 03:37:25 PM	12 Mar, 2025 04:20:35 PM	0:08:08		Internal
597057716831			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Mar, 2025 09:31:16 PM	16 Mar, 2025 03:37:25 PM	12 Mar, 2025 04:20:35 PM	0:08:08		Internal
597057716831			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Mar, 2025 09:31:16 PM	16 Mar, 2025 03:37:25 PM	12 Mar, 2025 04:20:35 PM	0:08:08		Internal
597057716831			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Mar, 2025 09:31:16 PM	16 Mar, 2025 03:37:25 PM	12 Mar, 2025 04:20:35 PM	0:08:08		Internal
597057716831			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		12 Mar, 2025 09:31:16 PM	16 Mar, 2025 03:37:25 PM	12 Mar, 2025 04:20:35 PM	0:08:08		Internal
597057716831			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Mar, 2025 09:31:16 PM	16 Mar, 2025 03:37:25 PM	12 Mar, 2025 04:20:35 PM	0:08:08		Internal
597057716831			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Mar, 2025 09:31:16 PM	16 Mar, 2025 03:37:25 PM	12 Mar, 2025 04:20:35 PM	0:08:08		Internal
597057716831			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Mar, 2025 09:31:16 PM	16 Mar, 2025 03:37:25 PM	12 Mar, 2025 04:20:35 PM	0:08:08		Internal
596115196545			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Mar, 2025 04:30:54 PM	17 Mar, 2025 12:33:11 PM	03 Mar, 2025 02:15:01 PM	0:06:53		Internal
596115196545			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Mar, 2025 04:30:54 PM	17 Mar, 2025 12:33:11 PM	03 Mar, 2025 02:15:01 PM	0:06:53		Internal
596115196545			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Mar, 2025 04:30:54 PM	17 Mar, 2025 12:33:11 PM	03 Mar, 2025 02:15:01 PM	0:06:53		Internal
596115196545			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Mar, 2025 04:30:54 PM	17 Mar, 2025 12:33:11 PM	03 Mar, 2025 02:15:01 PM	0:06:53		Internal
596115196545			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Mar, 2025 04:30:54 PM	17 Mar, 2025 12:33:11 PM	03 Mar, 2025 02:15:01 PM	0:06:53		Internal
596115196545			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Mar, 2025 04:30:54 PM	17 Mar, 2025 12:33:11 PM	03 Mar, 2025 02:15:01 PM	0:06:53		Internal
596115196545			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Mar, 2025 04:30:54 PM	17 Mar, 2025 12:33:11 PM	03 Mar, 2025 02:15:01 PM	0:06:53		Internal
596115196545			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Mar, 2025 04:30:54 PM	17 Mar, 2025 12:33:11 PM	03 Mar, 2025 02:15:01 PM	0:06:53		Internal
596115196545			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Mar, 2025 04:30:54 PM	17 Mar, 2025 12:33:11 PM	03 Mar, 2025 02:15:01 PM	0:06:53		Internal
596115196545			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Mar, 2025 04:30:54 PM	17 Mar, 2025 12:33:11 PM	03 Mar, 2025 02:15:01 PM	0:06:53		Internal
596115196545			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Mar, 2025 04:30:54 PM	17 Mar, 2025 12:33:11 PM	03 Mar, 2025 02:15:01 PM	0:06:53		Internal
596115196545			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Mar, 2025 04:30:54 PM	17 Mar, 2025 12:33:11 PM	03 Mar, 2025 02:15:01 PM	0:06:53		Internal
596115196545			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Mar, 2025 04:30:54 PM	17 Mar, 2025 12:33:11 PM	03 Mar, 2025 02:15:01 PM	0:06:53		Internal
596115196545			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Mar, 2025 04:30:54 PM	17 Mar, 2025 12:33:11 PM	03 Mar, 2025 02:15:01 PM	0:06:53		Internal
596115196545			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Mar, 2025 04:30:54 PM	17 Mar, 2025 12:33:11 PM	03 Mar, 2025 02:15:01 PM	0:06:53		Internal
596115196545			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Mar, 2025 04:30:54 PM	17 Mar, 2025 12:33:11 PM	03 Mar, 2025 02:15:01 PM	0:06:53		Internal
596115196545			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Mar, 2025 04:30:54 PM	17 Mar, 2025 12:33:11 PM	03 Mar, 2025 02:15:01 PM	0:06:53		Internal
596115196545			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Mar, 2025 04:30:54 PM	17 Mar, 2025 12:33:11 PM	03 Mar, 2025 02:15:01 PM	0:06:53		Internal
596115196545			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Mar, 2025 04:30:54 PM	17 Mar, 2025 12:33:11 PM	03 Mar, 2025 02:15:01 PM	0:06:53		Internal
596115196545			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Mar, 2025 04:30:54 PM	17 Mar, 2025 12:33:11 PM	03 Mar, 2025 02:15:01 PM	0:06:53		Internal
596115196545			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Mar, 2025 04:30:54 PM	17 Mar, 2025 12:33:11 PM	03 Mar, 2025 02:15:01 PM	0:06:53		Internal
596115196545			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Mar, 2025 04:30:54 PM	17 Mar, 2025 12:33:11 PM	03 Mar, 2025 02:15:01 PM	0:06:53		Internal
596115196545			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		04 Mar, 2025 04:30:54 PM	17 Mar, 2025 12:33:11 PM	03 Mar, 2025 02:15:01 PM	0:06:53		Internal
596115196545			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Mar, 2025 04:30:54 PM	17 Mar, 2025 12:33:11 PM	03 Mar, 2025 02:15:01 PM	0:06:53		Internal
596115196545			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Mar, 2025 04:30:54 PM	17 Mar, 2025 12:33:11 PM	03 Mar, 2025 02:15:01 PM	0:06:53		Internal
596115196545			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Mar, 2025 04:30:54 PM	17 Mar, 2025 12:33:11 PM	03 Mar, 2025 02:15:01 PM	0:06:53		Internal
596116266432			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Mar, 2025 03:31:02 AM	17 Mar, 2025 01:03:23 PM	10 Mar, 2025 12:47:52 AM	0:03:46		Internal
596116266432			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Mar, 2025 03:31:02 AM	17 Mar, 2025 01:03:23 PM	10 Mar, 2025 12:47:52 AM	0:03:46		Internal
596116266432			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Mar, 2025 03:31:02 AM	17 Mar, 2025 01:03:23 PM	10 Mar, 2025 12:47:52 AM	0:03:46		Internal
596116266432			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Mar, 2025 03:31:02 AM	17 Mar, 2025 01:03:23 PM	10 Mar, 2025 12:47:52 AM	0:03:46		Internal
596116266432			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Mar, 2025 03:31:02 AM	17 Mar, 2025 01:03:23 PM	10 Mar, 2025 12:47:52 AM	0:03:46		Internal
596116266432			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Mar, 2025 03:31:02 AM	17 Mar, 2025 01:03:23 PM	10 Mar, 2025 12:47:52 AM	0:03:46		Internal
596116266432			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Mar, 2025 03:31:02 AM	17 Mar, 2025 01:03:23 PM	10 Mar, 2025 12:47:52 AM	0:03:46		Internal
596116266432			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Mar, 2025 03:31:02 AM	17 Mar, 2025 01:03:23 PM	10 Mar, 2025 12:47:52 AM	0:03:46		Internal
596116266432			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Mar, 2025 03:31:02 AM	17 Mar, 2025 01:03:23 PM	10 Mar, 2025 12:47:52 AM	0:03:46		Internal
596116266432			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Mar, 2025 03:31:02 AM	17 Mar, 2025 01:03:23 PM	10 Mar, 2025 12:47:52 AM	0:03:46		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596116266432	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	10 Mar, 2025 03:31:02 AM	17 Mar, 2025 01:03:23 PM	10 Mar, 2025 12:47:52 AM	0:03:46		Internal
596116266432			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Mar, 2025 03:31:02 AM	17 Mar, 2025 01:03:23 PM	10 Mar, 2025 12:47:52 AM	0:03:46		Internal
596116266432			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Mar, 2025 03:31:02 AM	17 Mar, 2025 01:03:23 PM	10 Mar, 2025 12:47:52 AM	0:03:46		Internal
596116266432			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Mar, 2025 03:31:02 AM	17 Mar, 2025 01:03:23 PM	10 Mar, 2025 12:47:52 AM	0:03:46		Internal
596116266432			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Mar, 2025 03:31:02 AM	17 Mar, 2025 01:03:23 PM	10 Mar, 2025 12:47:52 AM	0:03:46		Internal
596116266432			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Mar, 2025 03:31:02 AM	17 Mar, 2025 01:03:23 PM	10 Mar, 2025 12:47:52 AM	0:03:46		Internal
596116266432			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Mar, 2025 03:31:02 AM	17 Mar, 2025 01:03:23 PM	10 Mar, 2025 12:47:52 AM	0:03:46		Internal
596116266432			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Mar, 2025 03:31:02 AM	17 Mar, 2025 01:03:23 PM	10 Mar, 2025 12:47:52 AM	0:03:46		Internal
596116266432			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Mar, 2025 03:31:02 AM	17 Mar, 2025 01:03:23 PM	10 Mar, 2025 12:47:52 AM	0:03:46		Internal
596116266432			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Mar, 2025 03:31:02 AM	17 Mar, 2025 01:03:23 PM	10 Mar, 2025 12:47:52 AM	0:03:46		Internal
596116266432			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Mar, 2025 03:31:02 AM	17 Mar, 2025 01:03:23 PM	10 Mar, 2025 12:47:52 AM	0:03:46		Internal
596116266432			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Mar, 2025 03:31:02 AM	17 Mar, 2025 01:03:23 PM	10 Mar, 2025 12:47:52 AM	0:03:46		Internal
596116266432			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Mar, 2025 03:31:02 AM	17 Mar, 2025 01:03:23 PM	10 Mar, 2025 12:47:52 AM	0:03:46		Internal
596116266432			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Mar, 2025 03:31:02 AM	17 Mar, 2025 01:03:23 PM	10 Mar, 2025 12:47:52 AM	0:03:46		Internal
596116266432			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Mar, 2025 03:31:02 AM	17 Mar, 2025 01:03:23 PM	10 Mar, 2025 12:47:52 AM	0:03:46		Internal
596116266432			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Mar, 2025 03:31:02 AM	17 Mar, 2025 01:03:23 PM	10 Mar, 2025 12:47:52 AM	0:03:46		Internal
597058203133			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Mar, 2025 01:02:38 PM	17 Mar, 2025 01:25:02 PM	17 Mar, 2025 12:46:50 PM	0:02:47		Internal
597058203133			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Mar, 2025 01:02:38 PM	17 Mar, 2025 01:25:02 PM	17 Mar, 2025 12:46:50 PM	0:02:47		Internal
597058203133			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Mar, 2025 01:02:38 PM	17 Mar, 2025 01:25:02 PM	17 Mar, 2025 12:46:50 PM	0:02:47		Internal
597058203133			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Mar, 2025 01:02:38 PM	17 Mar, 2025 01:25:02 PM	17 Mar, 2025 12:46:50 PM	0:02:47		Internal
597058203133			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Mar, 2025 01:02:38 PM	17 Mar, 2025 01:25:02 PM	17 Mar, 2025 12:46:50 PM	0:02:47		Internal
597058203133			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Mar, 2025 01:02:38 PM	17 Mar, 2025 01:25:02 PM	17 Mar, 2025 12:46:50 PM	0:02:47		Internal
597058203133			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Mar, 2025 01:02:38 PM	17 Mar, 2025 01:25:02 PM	17 Mar, 2025 12:46:50 PM	0:02:47		Internal
597058203133			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Mar, 2025 01:02:38 PM	17 Mar, 2025 01:25:02 PM	17 Mar, 2025 12:46:50 PM	0:02:47		Internal
597058203133			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Mar, 2025 01:02:38 PM	17 Mar, 2025 01:25:02 PM	17 Mar, 2025 12:46:50 PM	0:02:47		Internal
597058203133			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Mar, 2025 01:02:38 PM	17 Mar, 2025 01:25:02 PM	17 Mar, 2025 12:46:50 PM	0:02:47		Internal
597058203133			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Mar, 2025 01:02:38 PM	17 Mar, 2025 01:25:02 PM	17 Mar, 2025 12:46:50 PM	0:02:47		Internal
597058203133			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Mar, 2025 01:02:38 PM	17 Mar, 2025 01:25:02 PM	17 Mar, 2025 12:46:50 PM	0:02:47		Internal
597058203133			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Mar, 2025 01:02:38 PM	17 Mar, 2025 01:25:02 PM	17 Mar, 2025 12:46:50 PM	0:02:47		Internal
597058203133			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Mar, 2025 01:02:38 PM	17 Mar, 2025 01:25:02 PM	17 Mar, 2025 12:46:50 PM	0:02:47		Internal
597058203133			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Mar, 2025 01:02:38 PM	17 Mar, 2025 01:25:02 PM	17 Mar, 2025 12:46:50 PM	0:02:47		Internal
597058203133			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Mar, 2025 01:02:38 PM	17 Mar, 2025 01:25:02 PM	17 Mar, 2025 12:46:50 PM	0:02:47		Internal
597058203133			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Mar, 2025 01:02:38 PM	17 Mar, 2025 01:25:02 PM	17 Mar, 2025 12:46:50 PM	0:02:47		Internal
597058203133			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Mar, 2025 01:02:38 PM	17 Mar, 2025 01:25:02 PM	17 Mar, 2025 12:46:50 PM	0:02:47		Internal
597058203133			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Mar, 2025 01:02:38 PM	17 Mar, 2025 01:25:02 PM	17 Mar, 2025 12:46:50 PM	0:02:47		Internal
597058203133			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Mar, 2025 01:02:38 PM	17 Mar, 2025 01:25:02 PM	17 Mar, 2025 12:46:50 PM	0:02:47		Internal
597058203133			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Mar, 2025 01:02:38 PM	17 Mar, 2025 01:25:02 PM	17 Mar, 2025 12:46:50 PM	0:02:47		Internal
597058203133			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Mar, 2025 01:02:38 PM	17 Mar, 2025 01:25:02 PM	17 Mar, 2025 12:46:50 PM	0:02:47		Internal
597058203133			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		17 Mar, 2025 01:02:38 PM	17 Mar, 2025 01:25:02 PM	17 Mar, 2025 12:46:50 PM	0:02:47		Internal
597058203133			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Mar, 2025 01:02:38 PM	17 Mar, 2025 01:25:02 PM	17 Mar, 2025 12:46:50 PM	0:02:47		Internal
597058203133			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Mar, 2025 01:02:38 PM	17 Mar, 2025 01:25:02 PM	17 Mar, 2025 12:46:50 PM	0:02:47		Internal
597058203133			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textare		17 Mar, 2025 01:02:38 PM	17 Mar, 2025 01:25:02 PM	17 Mar, 2025 12:46:50 PM	0:02:47		Internal
597057559289			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Mar, 2025 07:31:16 AM	17 Mar, 2025 01:56:55 PM	11 Mar, 2025 05:01:54 PM	0:02:30		Internal
597057559289			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Mar, 2025 07:31:16 AM	17 Mar, 2025 01:56:55 PM	11 Mar, 2025 05:01:54 PM	0:02:30		Internal
597057559289			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Mar, 2025 07:31:16 AM	17 Mar, 2025 01:56:55 PM	11 Mar, 2025 05:01:54 PM	0:02:30		Internal

Master Contact	Agent Name	Team	Skill		Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597057559289			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Mar, 2025 07:31:16 AM	17 Mar, 2025 01:56:55 PM	11 Mar, 2025 05:01:54 PM	0:02:30		Internal
597057559289			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Mar, 2025 07:31:16 AM	17 Mar, 2025 01:56:55 PM	11 Mar, 2025 05:01:54 PM	0:02:30		Internal
597057559289			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Mar, 2025 07:31:16 AM	17 Mar, 2025 01:56:55 PM	11 Mar, 2025 05:01:54 PM	0:02:30		Internal
597057559289			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Mar, 2025 07:31:16 AM	17 Mar, 2025 01:56:55 PM	11 Mar, 2025 05:01:54 PM	0:02:30		Internal
597057559289			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Mar, 2025 07:31:16 AM	17 Mar, 2025 01:56:55 PM	11 Mar, 2025 05:01:54 PM	0:02:30		Internal
597057559289			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Mar, 2025 07:31:16 AM	17 Mar, 2025 01:56:55 PM	11 Mar, 2025 05:01:54 PM	0:02:30		Internal
597057559289			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Mar, 2025 07:31:16 AM	17 Mar, 2025 01:56:55 PM	11 Mar, 2025 05:01:54 PM	0:02:30		Internal
597057559289			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Mar, 2025 07:31:16 AM	17 Mar, 2025 01:56:55 PM	11 Mar, 2025 05:01:54 PM	0:02:30		Internal
597057559289			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Mar, 2025 07:31:16 AM	17 Mar, 2025 01:56:55 PM	11 Mar, 2025 05:01:54 PM	0:02:30		Internal
597057559289			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Mar, 2025 07:31:16 AM	17 Mar, 2025 01:56:55 PM	11 Mar, 2025 05:01:54 PM	0:02:30		Internal
597057559289			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Mar, 2025 07:31:16 AM	17 Mar, 2025 01:56:55 PM	11 Mar, 2025 05:01:54 PM	0:02:30		Internal
597057559289			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Mar, 2025 07:31:16 AM	17 Mar, 2025 01:56:55 PM	11 Mar, 2025 05:01:54 PM	0:02:30		Internal
597057559289			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Mar, 2025 07:31:16 AM	17 Mar, 2025 01:56:55 PM	11 Mar, 2025 05:01:54 PM	0:02:30		Internal
597057559289			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Mar, 2025 07:31:16 AM	17 Mar, 2025 01:56:55 PM	11 Mar, 2025 05:01:54 PM	0:02:30		Internal
597057559289			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 Mar, 2025 07:31:16 AM	17 Mar, 2025 01:56:55 PM	11 Mar, 2025 05:01:54 PM	0:02:30		Internal
597057559289			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Mar, 2025 07:31:16 AM	17 Mar, 2025 01:56:55 PM	11 Mar, 2025 05:01:54 PM	0:02:30		Internal
597057559289			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Mar, 2025 07:31:16 AM	17 Mar, 2025 01:56:55 PM	11 Mar, 2025 05:01:54 PM	0:02:30		Internal
597057559289			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Mar, 2025 07:31:16 AM	17 Mar, 2025 01:56:55 PM	11 Mar, 2025 05:01:54 PM	0:02:30		Internal
597057559289			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Mar, 2025 07:31:16 AM	17 Mar, 2025 01:56:55 PM	11 Mar, 2025 05:01:54 PM	0:02:30		Internal
597057559289			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		13 Mar, 2025 07:31:16 AM	17 Mar, 2025 01:56:55 PM	11 Mar, 2025 05:01:54 PM	0:02:30		Internal
597057559289			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Mar, 2025 07:31:16 AM	17 Mar, 2025 01:56:55 PM	11 Mar, 2025 05:01:54 PM	0:02:30		Internal
597057559289			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Mar, 2025 07:31:16 AM	17 Mar, 2025 01:56:55 PM	11 Mar, 2025 05:01:54 PM	0:02:30		Internal
597057559289			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Mar, 2025 07:31:16 AM	17 Mar, 2025 01:56:55 PM	11 Mar, 2025 05:01:54 PM	0:02:30		Internal
597057931689			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Mar, 2025 11:31:24 PM	17 Mar, 2025 02:09:59 PM	13 Mar, 2025 07:49:06 PM	0:02:37		Internal
597057931689			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Mar, 2025 11:31:24 PM	17 Mar, 2025 02:09:59 PM	13 Mar, 2025 07:49:06 PM	0:02:37		Internal
597057931689			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Mar, 2025 11:31:24 PM	17 Mar, 2025 02:09:59 PM	13 Mar, 2025 07:49:06 PM	0:02:37		Internal
597057931689			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Mar, 2025 11:31:24 PM	17 Mar, 2025 02:09:59 PM	13 Mar, 2025 07:49:06 PM	0:02:37		Internal
597057931689			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Mar, 2025 11:31:24 PM	17 Mar, 2025 02:09:59 PM	13 Mar, 2025 07:49:06 PM	0:02:37		Internal
597057931689			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Mar, 2025 11:31:24 PM	17 Mar, 2025 02:09:59 PM	13 Mar, 2025 07:49:06 PM	0:02:37		Internal
597057931689			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Mar, 2025 11:31:24 PM	17 Mar, 2025 02:09:59 PM	13 Mar, 2025 07:49:06 PM	0:02:37		Internal
597057931689			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Mar, 2025 11:31:24 PM	17 Mar, 2025 02:09:59 PM	13 Mar, 2025 07:49:06 PM	0:02:37		Internal
597057931689			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Mar, 2025 11:31:24 PM	17 Mar, 2025 02:09:59 PM	13 Mar, 2025 07:49:06 PM	0:02:37		Internal
597057931689			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Mar, 2025 11:31:24 PM	17 Mar, 2025 02:09:59 PM	13 Mar, 2025 07:49:06 PM	0:02:37		Internal
597057931689			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Mar, 2025 11:31:24 PM	17 Mar, 2025 02:09:59 PM	13 Mar, 2025 07:49:06 PM	0:02:37		Internal
597057931689			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Mar, 2025 11:31:24 PM	17 Mar, 2025 02:09:59 PM	13 Mar, 2025 07:49:06 PM	0:02:37		Internal
597057931689			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Mar, 2025 11:31:24 PM	17 Mar, 2025 02:09:59 PM	13 Mar, 2025 07:49:06 PM	0:02:37		Internal
597057931689			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Mar, 2025 11:31:24 PM	17 Mar, 2025 02:09:59 PM	13 Mar, 2025 07:49:06 PM	0:02:37		Internal
597057931689			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Mar, 2025 11:31:24 PM	17 Mar, 2025 02:09:59 PM	13 Mar, 2025 07:49:06 PM	0:02:37		Internal
597057931689			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Mar, 2025 11:31:24 PM	17 Mar, 2025 02:09:59 PM	13 Mar, 2025 07:49:06 PM	0:02:37		Internal
597057931689			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Mar, 2025 11:31:24 PM	17 Mar, 2025 02:09:59 PM	13 Mar, 2025 07:49:06 PM	0:02:37		Internal
597057931689			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 Mar, 2025 11:31:24 PM	17 Mar, 2025 02:09:59 PM	13 Mar, 2025 07:49:06 PM	0:02:37		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597057931689	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	13 Mar, 2025 11:31:24 PM	17 Mar, 2025 02:09:59 PM	13 Mar, 2025 07:49:06 PM	0:02:37		Internal
597057931689			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Mar, 2025 11:31:24 PM	17 Mar, 2025 02:09:59 PM	13 Mar, 2025 07:49:06 PM	0:02:37		Internal
597057931689			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Mar, 2025 11:31:24 PM	17 Mar, 2025 02:09:59 PM	13 Mar, 2025 07:49:06 PM	0:02:37		Internal
597057931689			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Mar, 2025 11:31:24 PM	17 Mar, 2025 02:09:59 PM	13 Mar, 2025 07:49:06 PM	0:02:37		Internal
597057931689			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		13 Mar, 2025 11:31:24 PM	17 Mar, 2025 02:09:59 PM	13 Mar, 2025 07:49:06 PM	0:02:37		Internal
597057931689			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Mar, 2025 11:31:24 PM	17 Mar, 2025 02:09:59 PM	13 Mar, 2025 07:49:06 PM	0:02:37		Internal
597057931689			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Mar, 2025 11:31:24 PM	17 Mar, 2025 02:09:59 PM	13 Mar, 2025 07:49:06 PM	0:02:37		Internal
597057931689			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Mar, 2025 11:31:24 PM	17 Mar, 2025 02:09:59 PM	13 Mar, 2025 07:49:06 PM	0:02:37		Internal
596115232946			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Mar, 2025 08:30:53 PM	17 Mar, 2025 02:14:34 PM	03 Mar, 2025 03:47:56 PM	0:04:59		Internal
596115232946			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Mar, 2025 08:30:53 PM	17 Mar, 2025 02:14:34 PM	03 Mar, 2025 03:47:56 PM	0:04:59		Internal
596115232946			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Mar, 2025 08:30:53 PM	17 Mar, 2025 02:14:34 PM	03 Mar, 2025 03:47:56 PM	0:04:59		Internal
596115232946			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Mar, 2025 08:30:53 PM	17 Mar, 2025 02:14:34 PM	03 Mar, 2025 03:47:56 PM	0:04:59		Internal
596115232946			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Mar, 2025 08:30:53 PM	17 Mar, 2025 02:14:34 PM	03 Mar, 2025 03:47:56 PM	0:04:59		Internal
596115232946			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Mar, 2025 08:30:53 PM	17 Mar, 2025 02:14:34 PM	03 Mar, 2025 03:47:56 PM	0:04:59		Internal
596115232946			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Mar, 2025 08:30:53 PM	17 Mar, 2025 02:14:34 PM	03 Mar, 2025 03:47:56 PM	0:04:59		Internal
596115232946			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Mar, 2025 08:30:53 PM	17 Mar, 2025 02:14:34 PM	03 Mar, 2025 03:47:56 PM	0:04:59		Internal
596115232946			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Mar, 2025 08:30:53 PM	17 Mar, 2025 02:14:34 PM	03 Mar, 2025 03:47:56 PM	0:04:59		Internal
596115232946			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Mar, 2025 08:30:53 PM	17 Mar, 2025 02:14:34 PM	03 Mar, 2025 03:47:56 PM	0:04:59		Internal
596115232946			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Mar, 2025 08:30:53 PM	17 Mar, 2025 02:14:34 PM	03 Mar, 2025 03:47:56 PM	0:04:59		Internal
596115232946			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Mar, 2025 08:30:53 PM	17 Mar, 2025 02:14:34 PM	03 Mar, 2025 03:47:56 PM	0:04:59		Internal
596115232946			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Mar, 2025 08:30:53 PM	17 Mar, 2025 02:14:34 PM	03 Mar, 2025 03:47:56 PM	0:04:59		Internal
596115232946			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Mar, 2025 08:30:53 PM	17 Mar, 2025 02:14:34 PM	03 Mar, 2025 03:47:56 PM	0:04:59		Internal
596115232946			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Mar, 2025 08:30:53 PM	17 Mar, 2025 02:14:34 PM	03 Mar, 2025 03:47:56 PM	0:04:59		Internal
596115232946			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Mar, 2025 08:30:53 PM	17 Mar, 2025 02:14:34 PM	03 Mar, 2025 03:47:56 PM	0:04:59		Internal
596115232946			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Mar, 2025 08:30:53 PM	17 Mar, 2025 02:14:34 PM	03 Mar, 2025 03:47:56 PM	0:04:59		Internal
596115232946			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Mar, 2025 08:30:53 PM	17 Mar, 2025 02:14:34 PM	03 Mar, 2025 03:47:56 PM	0:04:59		Internal
596115232946			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Mar, 2025 08:30:53 PM	17 Mar, 2025 02:14:34 PM	03 Mar, 2025 03:47:56 PM	0:04:59		Internal
596115232946			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Mar, 2025 08:30:53 PM	17 Mar, 2025 02:14:34 PM	03 Mar, 2025 03:47:56 PM	0:04:59		Internal
596115232946			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Mar, 2025 08:30:53 PM	17 Mar, 2025 02:14:34 PM	03 Mar, 2025 03:47:56 PM	0:04:59		Internal
596115232946			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Mar, 2025 08:30:53 PM	17 Mar, 2025 02:14:34 PM	03 Mar, 2025 03:47:56 PM	0:04:59		Internal
596115232946			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		04 Mar, 2025 08:30:53 PM	17 Mar, 2025 02:14:34 PM	03 Mar, 2025 03:47:56 PM	0:04:59		Internal
596115232946			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Mar, 2025 08:30:53 PM	17 Mar, 2025 02:14:34 PM	03 Mar, 2025 03:47:56 PM	0:04:59		Internal
596115232946			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Mar, 2025 08:30:53 PM	17 Mar, 2025 02:14:34 PM	03 Mar, 2025 03:47:56 PM	0:04:59		Internal
596115232946			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Mar, 2025 08:30:53 PM	17 Mar, 2025 02:14:34 PM	03 Mar, 2025 03:47:56 PM	0:04:59		Internal
596115474868			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Mar, 2025 07:00:20 AM	17 Mar, 2025 03:38:37 PM	04 Mar, 2025 04:05:58 PM	0:08:05		Internal
596115474868			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Mar, 2025 07:00:20 AM	17 Mar, 2025 03:38:37 PM	04 Mar, 2025 04:05:58 PM	0:08:05		Internal
596115474868			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Mar, 2025 07:00:20 AM	17 Mar, 2025 03:38:37 PM	04 Mar, 2025 04:05:58 PM	0:08:05		Internal
596115474868			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Mar, 2025 07:00:20 AM	17 Mar, 2025 03:38:37 PM	04 Mar, 2025 04:05:58 PM	0:08:05		Internal
596115474868			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Mar, 2025 07:00:20 AM	17 Mar, 2025 03:38:37 PM	04 Mar, 2025 04:05:58 PM	0:08:05		Internal
596115474868			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 Mar, 2025 07:00:20 AM	17 Mar, 2025 03:38:37 PM	04 Mar, 2025 04:05:58 PM	0:08:05		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596115474868	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	05 Mar, 2025 07:00:20 AM	17 Mar, 2025 03:38:37 PM	04 Mar, 2025 04:05:58 PM	0:08:05		Internal
596115474868			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Mar, 2025 07:00:20 AM	17 Mar, 2025 03:38:37 PM	04 Mar, 2025 04:05:58 PM	0:08:05		Internal
596115474868			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Mar, 2025 07:00:20 AM	17 Mar, 2025 03:38:37 PM	04 Mar, 2025 04:05:58 PM	0:08:05		Internal
596115474868			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 Mar, 2025 07:00:20 AM	17 Mar, 2025 03:38:37 PM	04 Mar, 2025 04:05:58 PM	0:08:05		Internal
596115474868			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 Mar, 2025 07:00:20 AM	17 Mar, 2025 03:38:37 PM	04 Mar, 2025 04:05:58 PM	0:08:05		Internal
596115474868			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Mar, 2025 07:00:20 AM	17 Mar, 2025 03:38:37 PM	04 Mar, 2025 04:05:58 PM	0:08:05		Internal
596115474868			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Mar, 2025 07:00:20 AM	17 Mar, 2025 03:38:37 PM	04 Mar, 2025 04:05:58 PM	0:08:05		Internal
596115474868			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 Mar, 2025 07:00:20 AM	17 Mar, 2025 03:38:37 PM	04 Mar, 2025 04:05:58 PM	0:08:05		Internal
596115474868			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 Mar, 2025 07:00:20 AM	17 Mar, 2025 03:38:37 PM	04 Mar, 2025 04:05:58 PM	0:08:05		Internal
596115474868			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Mar, 2025 07:00:20 AM	17 Mar, 2025 03:38:37 PM	04 Mar, 2025 04:05:58 PM	0:08:05		Internal
596115474868			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Mar, 2025 07:00:20 AM	17 Mar, 2025 03:38:37 PM	04 Mar, 2025 04:05:58 PM	0:08:05		Internal
596115474868			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 Mar, 2025 07:00:20 AM	17 Mar, 2025 03:38:37 PM	04 Mar, 2025 04:05:58 PM	0:08:05		Internal
596115474868			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Mar, 2025 07:00:20 AM	17 Mar, 2025 03:38:37 PM	04 Mar, 2025 04:05:58 PM	0:08:05		Internal
596115474868			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Mar, 2025 07:00:20 AM	17 Mar, 2025 03:38:37 PM	04 Mar, 2025 04:05:58 PM	0:08:05		Internal
596115474868			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Mar, 2025 07:00:20 AM	17 Mar, 2025 03:38:37 PM	04 Mar, 2025 04:05:58 PM	0:08:05		Internal
596115474868			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Mar, 2025 07:00:20 AM	17 Mar, 2025 03:38:37 PM	04 Mar, 2025 04:05:58 PM	0:08:05		Internal
596115474868			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		05 Mar, 2025 07:00:20 AM	17 Mar, 2025 03:38:37 PM	04 Mar, 2025 04:05:58 PM	0:08:05		Internal
596115474868			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Mar, 2025 07:00:20 AM	17 Mar, 2025 03:38:37 PM	04 Mar, 2025 04:05:58 PM	0:08:05		Internal
596115474868			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Mar, 2025 07:00:20 AM	17 Mar, 2025 03:38:37 PM	04 Mar, 2025 04:05:58 PM	0:08:05		Internal
596115474868			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Mar, 2025 07:00:20 AM	17 Mar, 2025 03:38:37 PM	04 Mar, 2025 04:05:58 PM	0:08:05		Internal
596115241618			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Mar, 2025 03:24:09 PM	17 Mar, 2025 03:46:30 PM	03 Mar, 2025 04:09:24 PM	0:06:12		Internal
596115241618			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Mar, 2025 03:24:09 PM	17 Mar, 2025 03:46:30 PM	03 Mar, 2025 04:09:24 PM	0:06:12		Internal
596115241618			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Mar, 2025 03:24:09 PM	17 Mar, 2025 03:46:30 PM	03 Mar, 2025 04:09:24 PM	0:06:12		Internal
596115241618			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Mar, 2025 03:24:09 PM	17 Mar, 2025 03:46:30 PM	03 Mar, 2025 04:09:24 PM	0:06:12		Internal
596115241618			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Mar, 2025 03:24:09 PM	17 Mar, 2025 03:46:30 PM	03 Mar, 2025 04:09:24 PM	0:06:12		Internal
596115241618			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Mar, 2025 03:24:09 PM	17 Mar, 2025 03:46:30 PM	03 Mar, 2025 04:09:24 PM	0:06:12		Internal
596115241618			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Mar, 2025 03:24:09 PM	17 Mar, 2025 03:46:30 PM	03 Mar, 2025 04:09:24 PM	0:06:12		Internal
596115241618			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Mar, 2025 03:24:09 PM	17 Mar, 2025 03:46:30 PM	03 Mar, 2025 04:09:24 PM	0:06:12		Internal
596115241618			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Mar, 2025 03:24:09 PM	17 Mar, 2025 03:46:30 PM	03 Mar, 2025 04:09:24 PM	0:06:12		Internal
596115241618			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Mar, 2025 03:24:09 PM	17 Mar, 2025 03:46:30 PM	03 Mar, 2025 04:09:24 PM	0:06:12		Internal
596115241618			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Mar, 2025 03:24:09 PM	17 Mar, 2025 03:46:30 PM	03 Mar, 2025 04:09:24 PM	0:06:12		Internal
596115241618			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Mar, 2025 03:24:09 PM	17 Mar, 2025 03:46:30 PM	03 Mar, 2025 04:09:24 PM	0:06:12		Internal
596115241618			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Mar, 2025 03:24:09 PM	17 Mar, 2025 03:46:30 PM	03 Mar, 2025 04:09:24 PM	0:06:12		Internal
596115241618			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Mar, 2025 03:24:09 PM	17 Mar, 2025 03:46:30 PM	03 Mar, 2025 04:09:24 PM	0:06:12		Internal
596115241618			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Mar, 2025 03:24:09 PM	17 Mar, 2025 03:46:30 PM	03 Mar, 2025 04:09:24 PM	0:06:12		Internal
596115241618			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Mar, 2025 03:24:09 PM	17 Mar, 2025 03:46:30 PM	03 Mar, 2025 04:09:24 PM	0:06:12		Internal
596115241618			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Mar, 2025 03:24:09 PM	17 Mar, 2025 03:46:30 PM	03 Mar, 2025 04:09:24 PM	0:06:12		Internal
596115241618			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Mar, 2025 03:24:09 PM	17 Mar, 2025 03:46:30 PM	03 Mar, 2025 04:09:24 PM	0:06:12		Internal
596115241618			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Mar, 2025 03:24:09 PM	17 Mar, 2025 03:46:30 PM	03 Mar, 2025 04:09:24 PM	0:06:12		Internal
596115241618			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Mar, 2025 03:24:09 PM	17 Mar, 2025 03:46:30 PM	03 Mar, 2025 04:09:24 PM	0:06:12		Internal
596115241618			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Mar, 2025 03:24:09 PM	17 Mar, 2025 03:46:30 PM	03 Mar, 2025 04:09:24 PM	0:06:12		Internal
596115241618			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Mar, 2025 03:24:09 PM	17 Mar, 2025 03:46:30 PM	03 Mar, 2025 04:09:24 PM	0:06:12		Internal
596115241618			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		17 Mar, 2025 03:24:09 PM	17 Mar, 2025 03:46:30 PM	03 Mar, 2025 04:09:24 PM	0:06:12		Internal
596115241618			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Mar, 2025 03:24:09 PM	17 Mar, 2025 03:46:30 PM	03 Mar, 2025 04:09:24 PM	0:06:12		Internal
596115241618			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Mar, 2025 03:24:09 PM	17 Mar, 2025 03:46:30 PM	03 Mar, 2025 04:09:24 PM	0:06:12		Internal
596115241618			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Mar, 2025 03:24:09 PM	17 Mar, 2025 03:46:30 PM	03 Mar, 2025 04:09:24 PM	0:06:12		Internal
596115463798			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Mar, 2025 11:00:20 AM	17 Mar, 2025 03:47:55 PM	04 Mar, 2025 03:48:27 PM	0:06:47		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596115463798	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	[redacted]	05 Mar, 2025 11:00:20 AM	17 Mar, 2025 03:47:55 PM	04 Mar, 2025 03:48:27 PM	0:06:47		Internal
596115463798			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Mar, 2025 11:00:20 AM	17 Mar, 2025 03:47:55 PM	04 Mar, 2025 03:48:27 PM	0:06:47		Internal
596115463798			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Mar, 2025 11:00:20 AM	17 Mar, 2025 03:47:55 PM	04 Mar, 2025 03:48:27 PM	0:06:47		Internal
596115463798			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Mar, 2025 11:00:20 AM	17 Mar, 2025 03:47:55 PM	04 Mar, 2025 03:48:27 PM	0:06:47		Internal
596115463798			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 Mar, 2025 11:00:20 AM	17 Mar, 2025 03:47:55 PM	04 Mar, 2025 03:48:27 PM	0:06:47		Internal
596115463798			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 Mar, 2025 11:00:20 AM	17 Mar, 2025 03:47:55 PM	04 Mar, 2025 03:48:27 PM	0:06:47		Internal
596115463798			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Mar, 2025 11:00:20 AM	17 Mar, 2025 03:47:55 PM	04 Mar, 2025 03:48:27 PM	0:06:47		Internal
596115463798			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Mar, 2025 11:00:20 AM	17 Mar, 2025 03:47:55 PM	04 Mar, 2025 03:48:27 PM	0:06:47		Internal
596115463798			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 Mar, 2025 11:00:20 AM	17 Mar, 2025 03:47:55 PM	04 Mar, 2025 03:48:27 PM	0:06:47		Internal
596115463798			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 Mar, 2025 11:00:20 AM	17 Mar, 2025 03:47:55 PM	04 Mar, 2025 03:48:27 PM	0:06:47		Internal
596115463798			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Mar, 2025 11:00:20 AM	17 Mar, 2025 03:47:55 PM	04 Mar, 2025 03:48:27 PM	0:06:47		Internal
596115463798			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Mar, 2025 11:00:20 AM	17 Mar, 2025 03:47:55 PM	04 Mar, 2025 03:48:27 PM	0:06:47		Internal
596115463798			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 Mar, 2025 11:00:20 AM	17 Mar, 2025 03:47:55 PM	04 Mar, 2025 03:48:27 PM	0:06:47		Internal
596115463798			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 Mar, 2025 11:00:20 AM	17 Mar, 2025 03:47:55 PM	04 Mar, 2025 03:48:27 PM	0:06:47		Internal
596115463798			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Mar, 2025 11:00:20 AM	17 Mar, 2025 03:47:55 PM	04 Mar, 2025 03:48:27 PM	0:06:47		Internal
596115463798			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Mar, 2025 11:00:20 AM	17 Mar, 2025 03:47:55 PM	04 Mar, 2025 03:48:27 PM	0:06:47		Internal
596115463798			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 Mar, 2025 11:00:20 AM	17 Mar, 2025 03:47:55 PM	04 Mar, 2025 03:48:27 PM	0:06:47		Internal
596115463798			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Mar, 2025 11:00:20 AM	17 Mar, 2025 03:47:55 PM	04 Mar, 2025 03:48:27 PM	0:06:47		Internal
596115463798			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Mar, 2025 11:00:20 AM	17 Mar, 2025 03:47:55 PM	04 Mar, 2025 03:48:27 PM	0:06:47		Internal
596115463798			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Mar, 2025 11:00:20 AM	17 Mar, 2025 03:47:55 PM	04 Mar, 2025 03:48:27 PM	0:06:47		Internal
596115463798			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Mar, 2025 11:00:20 AM	17 Mar, 2025 03:47:55 PM	04 Mar, 2025 03:48:27 PM	0:06:47		Internal
596115463798			CTE_Res_FT		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		05 Mar, 2025 11:00:20 AM	17 Mar, 2025 03:47:55 PM	04 Mar, 2025 03:48:27 PM	0:06:47		Internal
596115463798			CTE_Res_FT		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Mar, 2025 11:00:20 AM	17 Mar, 2025 03:47:55 PM	04 Mar, 2025 03:48:27 PM	0:06:47		Internal
596115463798			CTE_Res_FT		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Mar, 2025 11:00:20 AM	17 Mar, 2025 03:47:55 PM	04 Mar, 2025 03:48:27 PM	0:06:47		Internal
596115463798			CTE_Res_FT		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Mar, 2025 11:00:20 AM	17 Mar, 2025 03:47:55 PM	04 Mar, 2025 03:48:27 PM	0:06:47		Internal
596116311394			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Mar, 2025 03:31:25 PM	17 Mar, 2025 06:18:02 PM	10 Mar, 2025 02:32:03 PM	0:03:51		Internal
596116311394			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Mar, 2025 03:31:25 PM	17 Mar, 2025 06:18:02 PM	10 Mar, 2025 02:32:03 PM	0:03:51		Internal
596116311394			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Mar, 2025 03:31:25 PM	17 Mar, 2025 06:18:02 PM	10 Mar, 2025 02:32:03 PM	0:03:51		Internal
596116311394			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Mar, 2025 03:31:25 PM	17 Mar, 2025 06:18:02 PM	10 Mar, 2025 02:32:03 PM	0:03:51		Internal
596116311394			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Mar, 2025 03:31:25 PM	17 Mar, 2025 06:18:02 PM	10 Mar, 2025 02:32:03 PM	0:03:51		Internal
596116311394			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Mar, 2025 03:31:25 PM	17 Mar, 2025 06:18:02 PM	10 Mar, 2025 02:32:03 PM	0:03:51		Internal
596116311394			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Mar, 2025 03:31:25 PM	17 Mar, 2025 06:18:02 PM	10 Mar, 2025 02:32:03 PM	0:03:51		Internal
596116311394			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Mar, 2025 03:31:25 PM	17 Mar, 2025 06:18:02 PM	10 Mar, 2025 02:32:03 PM	0:03:51		Internal
596116311394			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Mar, 2025 03:31:25 PM	17 Mar, 2025 06:18:02 PM	10 Mar, 2025 02:32:03 PM	0:03:51		Internal
596116311394			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Mar, 2025 03:31:25 PM	17 Mar, 2025 06:18:02 PM	10 Mar, 2025 02:32:03 PM	0:03:51		Internal
596116311394			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Mar, 2025 03:31:25 PM	17 Mar, 2025 06:18:02 PM	10 Mar, 2025 02:32:03 PM	0:03:51		Internal
596116311394			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Mar, 2025 03:31:25 PM	17 Mar, 2025 06:18:02 PM	10 Mar, 2025 02:32:03 PM	0:03:51		Internal
596116311394			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Mar, 2025 03:31:25 PM	17 Mar, 2025 06:18:02 PM	10 Mar, 2025 02:32:03 PM	0:03:51		Internal
596116311394			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Mar, 2025 03:31:25 PM	17 Mar, 2025 06:18:02 PM	10 Mar, 2025 02:32:03 PM	0:03:51		Internal
596116311394			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Mar, 2025 03:31:25 PM	17 Mar, 2025 06:18:02 PM	10 Mar, 2025 02:32:03 PM	0:03:51		Internal
596116311394			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Mar, 2025 03:31:25 PM	17 Mar, 2025 06:18:02 PM	10 Mar, 2025 02:32:03 PM	0:03:51		Internal
596116311394			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Mar, 2025 03:31:25 PM	17 Mar, 2025 06:18:02 PM	10 Mar, 2025 02:32:03 PM	0:03:51		Internal
596116311394			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Mar, 2025 03:31:25 PM	17 Mar, 2025 06:18:02 PM	10 Mar, 2025 02:32:03 PM	0:03:51		Internal
596116311394			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Mar, 2025 03:31:25 PM	17 Mar, 2025 06:18:02 PM	10 Mar, 2025 02:32:03 PM	0:03:51		Internal
596116311394			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Mar, 2025 03:31:25 PM	17 Mar, 2025 06:18:02 PM	10 Mar, 2025 02:32:03 PM	0:03:51		Internal
596116311394			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Mar, 2025 03:31:25 PM	17 Mar, 2025 06:18:02 PM	10 Mar, 2025 02:32:03 PM	0:03:51		Internal
596116311394			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Mar, 2025 03:31:25 PM	17 Mar, 2025 06:18:02 PM	10 Mar, 2025 02:32:03 PM	0:03:51		Internal
596116311394			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Mar, 2025 03:31:25 PM	17 Mar, 2025 06:18:02 PM	10 Mar, 2025 02:32:03 PM	0:03:51		Internal
596116311394			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Mar, 2025 03:31:25 PM	17 Mar, 2025 06:18:02 PM	10 Mar, 2025 02:32:03 PM	0:03:51		Internal
596116311394			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Mar, 2025 03:31:25 PM	17 Mar, 2025 06:18:02 PM	10 Mar, 2025 02:32:03 PM	0:03:51		Internal
596116311394			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Mar, 2025 03:31:25 PM	17 Mar, 2025 06:18:02 PM	10 Mar, 2025 02:32:03 PM	0:03:51		Internal
596115219696			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Mar, 2025 07:03:17 PM	17 Mar, 2025 07:16:14 PM	03 Mar, 2025 03:06:24 PM	0:05:16		Internal
596115219696			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Mar, 2025 07:03:17 PM	17 Mar, 2025 07:16:14 PM	03 Mar, 2025 03:06:24 PM	0:05:16		Internal
596115219696			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Mar, 2025 07:03:17 PM	17 Mar, 2025 07:16:14 PM	03 Mar, 2025 03:06:24 PM	0:05:16		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596115219696	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	[redacted]	17 Mar, 2025 07:03:17 PM	17 Mar, 2025 07:16:14 PM	03 Mar, 2025 03:06:24 PM	0:05:16		Internal
596115219696			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Mar, 2025 07:03:17 PM	17 Mar, 2025 07:16:14 PM	03 Mar, 2025 03:06:24 PM	0:05:16		Internal
596115219696			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Mar, 2025 07:03:17 PM	17 Mar, 2025 07:16:14 PM	03 Mar, 2025 03:06:24 PM	0:05:16		Internal
596115219696			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Mar, 2025 07:03:17 PM	17 Mar, 2025 07:16:14 PM	03 Mar, 2025 03:06:24 PM	0:05:16		Internal
596115219696			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Mar, 2025 07:03:17 PM	17 Mar, 2025 07:16:14 PM	03 Mar, 2025 03:06:24 PM	0:05:16		Internal
596115219696			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Mar, 2025 07:03:17 PM	17 Mar, 2025 07:16:14 PM	03 Mar, 2025 03:06:24 PM	0:05:16		Internal
596115219696			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Mar, 2025 07:03:17 PM	17 Mar, 2025 07:16:14 PM	03 Mar, 2025 03:06:24 PM	0:05:16		Internal
596115219696			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Mar, 2025 07:03:17 PM	17 Mar, 2025 07:16:14 PM	03 Mar, 2025 03:06:24 PM	0:05:16		Internal
596115219696			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Mar, 2025 07:03:17 PM	17 Mar, 2025 07:16:14 PM	03 Mar, 2025 03:06:24 PM	0:05:16		Internal
596115219696			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Mar, 2025 07:03:17 PM	17 Mar, 2025 07:16:14 PM	03 Mar, 2025 03:06:24 PM	0:05:16		Internal
596115219696			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Mar, 2025 07:03:17 PM	17 Mar, 2025 07:16:14 PM	03 Mar, 2025 03:06:24 PM	0:05:16		Internal
596115219696			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Mar, 2025 07:03:17 PM	17 Mar, 2025 07:16:14 PM	03 Mar, 2025 03:06:24 PM	0:05:16		Internal
596115219696			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Mar, 2025 07:03:17 PM	17 Mar, 2025 07:16:14 PM	03 Mar, 2025 03:06:24 PM	0:05:16		Internal
596115219696			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Mar, 2025 07:03:17 PM	17 Mar, 2025 07:16:14 PM	03 Mar, 2025 03:06:24 PM	0:05:16		Internal
596115219696			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Mar, 2025 07:03:17 PM	17 Mar, 2025 07:16:14 PM	03 Mar, 2025 03:06:24 PM	0:05:16		Internal
596115219696			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Mar, 2025 07:03:17 PM	17 Mar, 2025 07:16:14 PM	03 Mar, 2025 03:06:24 PM	0:05:16		Internal
596115219696			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Mar, 2025 07:03:17 PM	17 Mar, 2025 07:16:14 PM	03 Mar, 2025 03:06:24 PM	0:05:16		Internal
596115219696			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Mar, 2025 07:03:17 PM	17 Mar, 2025 07:16:14 PM	03 Mar, 2025 03:06:24 PM	0:05:16		Internal
596115219696			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Mar, 2025 07:03:17 PM	17 Mar, 2025 07:16:14 PM	03 Mar, 2025 03:06:24 PM	0:05:16		Internal
596115219696			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		17 Mar, 2025 07:03:17 PM	17 Mar, 2025 07:16:14 PM	03 Mar, 2025 03:06:24 PM	0:05:16		Internal
596115219696			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Mar, 2025 07:03:17 PM	17 Mar, 2025 07:16:14 PM	03 Mar, 2025 03:06:24 PM	0:05:16		Internal
596115219696			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Mar, 2025 07:03:17 PM	17 Mar, 2025 07:16:14 PM	03 Mar, 2025 03:06:24 PM	0:05:16		Internal
596115219696			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Mar, 2025 07:03:17 PM	17 Mar, 2025 07:16:14 PM	03 Mar, 2025 03:06:24 PM	0:05:16		Internal
597058200568			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Mar, 2025 04:01:54 PM	17 Mar, 2025 07:19:02 PM	17 Mar, 2025 12:19:21 PM	0:02:50		Internal
597058200568			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Mar, 2025 04:01:54 PM	17 Mar, 2025 07:19:02 PM	17 Mar, 2025 12:19:21 PM	0:02:50		Internal
597058200568			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Mar, 2025 04:01:54 PM	17 Mar, 2025 07:19:02 PM	17 Mar, 2025 12:19:21 PM	0:02:50		Internal
597058200568			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Mar, 2025 04:01:54 PM	17 Mar, 2025 07:19:02 PM	17 Mar, 2025 12:19:21 PM	0:02:50		Internal
597058200568			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Mar, 2025 04:01:54 PM	17 Mar, 2025 07:19:02 PM	17 Mar, 2025 12:19:21 PM	0:02:50		Internal
597058200568			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Mar, 2025 04:01:54 PM	17 Mar, 2025 07:19:02 PM	17 Mar, 2025 12:19:21 PM	0:02:50		Internal
597058200568			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Mar, 2025 04:01:54 PM	17 Mar, 2025 07:19:02 PM	17 Mar, 2025 12:19:21 PM	0:02:50		Internal
597058200568			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Mar, 2025 04:01:54 PM	17 Mar, 2025 07:19:02 PM	17 Mar, 2025 12:19:21 PM	0:02:50		Internal
597058200568			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Mar, 2025 04:01:54 PM	17 Mar, 2025 07:19:02 PM	17 Mar, 2025 12:19:21 PM	0:02:50		Internal
597058200568			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Mar, 2025 04:01:54 PM	17 Mar, 2025 07:19:02 PM	17 Mar, 2025 12:19:21 PM	0:02:50		Internal
597058200568			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Mar, 2025 04:01:54 PM	17 Mar, 2025 07:19:02 PM	17 Mar, 2025 12:19:21 PM	0:02:50		Internal
597058200568			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Mar, 2025 04:01:54 PM	17 Mar, 2025 07:19:02 PM	17 Mar, 2025 12:19:21 PM	0:02:50		Internal
597058200568			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Mar, 2025 04:01:54 PM	17 Mar, 2025 07:19:02 PM	17 Mar, 2025 12:19:21 PM	0:02:50		Internal
597058200568			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Mar, 2025 04:01:54 PM	17 Mar, 2025 07:19:02 PM	17 Mar, 2025 12:19:21 PM	0:02:50		Internal
597058200568			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Mar, 2025 04:01:54 PM	17 Mar, 2025 07:19:02 PM	17 Mar, 2025 12:19:21 PM	0:02:50		Internal
597058200568			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Mar, 2025 04:01:54 PM	17 Mar, 2025 07:19:02 PM	17 Mar, 2025 12:19:21 PM	0:02:50		Internal
597058200568			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Mar, 2025 04:01:54 PM	17 Mar, 2025 07:19:02 PM	17 Mar, 2025 12:19:21 PM	0:02:50		Internal
597058200568			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Mar, 2025 04:01:54 PM	17 Mar, 2025 07:19:02 PM	17 Mar, 2025 12:19:21 PM	0:02:50		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597058200568	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	17 Mar, 2025 04:01:54 PM	17 Mar, 2025 07:19:02 PM	17 Mar, 2025 12:19:21 PM	0:02:50		Internal
597058200568			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Mar, 2025 04:01:54 PM	17 Mar, 2025 07:19:02 PM	17 Mar, 2025 12:19:21 PM	0:02:50		Internal
597058200568			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Mar, 2025 04:01:54 PM	17 Mar, 2025 07:19:02 PM	17 Mar, 2025 12:19:21 PM	0:02:50		Internal
597058200568			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Mar, 2025 04:01:54 PM	17 Mar, 2025 07:19:02 PM	17 Mar, 2025 12:19:21 PM	0:02:50		Internal
597058200568			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		17 Mar, 2025 04:01:54 PM	17 Mar, 2025 07:19:02 PM	17 Mar, 2025 12:19:21 PM	0:02:50		Internal
597058200568			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Mar, 2025 04:01:54 PM	17 Mar, 2025 07:19:02 PM	17 Mar, 2025 12:19:21 PM	0:02:50		Internal
597058200568			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Mar, 2025 04:01:54 PM	17 Mar, 2025 07:19:02 PM	17 Mar, 2025 12:19:21 PM	0:02:50		Internal
597058200568			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Mar, 2025 04:01:54 PM	17 Mar, 2025 07:19:02 PM	17 Mar, 2025 12:19:21 PM	0:02:50		Internal
596116328486			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Mar, 2025 03:31:25 PM	17 Mar, 2025 07:27:21 PM	10 Mar, 2025 03:23:09 PM	0:02:51		Internal
596116328486			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Mar, 2025 03:31:25 PM	17 Mar, 2025 07:27:21 PM	10 Mar, 2025 03:23:09 PM	0:02:51		Internal
596116328486			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Mar, 2025 03:31:25 PM	17 Mar, 2025 07:27:21 PM	10 Mar, 2025 03:23:09 PM	0:02:51		Internal
596116328486			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Mar, 2025 03:31:25 PM	17 Mar, 2025 07:27:21 PM	10 Mar, 2025 03:23:09 PM	0:02:51		Internal
596116328486			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Mar, 2025 03:31:25 PM	17 Mar, 2025 07:27:21 PM	10 Mar, 2025 03:23:09 PM	0:02:51		Internal
596116328486			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Mar, 2025 03:31:25 PM	17 Mar, 2025 07:27:21 PM	10 Mar, 2025 03:23:09 PM	0:02:51		Internal
596116328486			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Mar, 2025 03:31:25 PM	17 Mar, 2025 07:27:21 PM	10 Mar, 2025 03:23:09 PM	0:02:51		Internal
596116328486			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Mar, 2025 03:31:25 PM	17 Mar, 2025 07:27:21 PM	10 Mar, 2025 03:23:09 PM	0:02:51		Internal
596116328486			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Mar, 2025 03:31:25 PM	17 Mar, 2025 07:27:21 PM	10 Mar, 2025 03:23:09 PM	0:02:51		Internal
596116328486			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Mar, 2025 03:31:25 PM	17 Mar, 2025 07:27:21 PM	10 Mar, 2025 03:23:09 PM	0:02:51		Internal
596116328486			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Mar, 2025 03:31:25 PM	17 Mar, 2025 07:27:21 PM	10 Mar, 2025 03:23:09 PM	0:02:51		Internal
596116328486			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Mar, 2025 03:31:25 PM	17 Mar, 2025 07:27:21 PM	10 Mar, 2025 03:23:09 PM	0:02:51		Internal
596116328486			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Mar, 2025 03:31:25 PM	17 Mar, 2025 07:27:21 PM	10 Mar, 2025 03:23:09 PM	0:02:51		Internal
596116328486			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Mar, 2025 03:31:25 PM	17 Mar, 2025 07:27:21 PM	10 Mar, 2025 03:23:09 PM	0:02:51		Internal
596116328486			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Mar, 2025 03:31:25 PM	17 Mar, 2025 07:27:21 PM	10 Mar, 2025 03:23:09 PM	0:02:51		Internal
596116328486			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Mar, 2025 03:31:25 PM	17 Mar, 2025 07:27:21 PM	10 Mar, 2025 03:23:09 PM	0:02:51		Internal
596116328486			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Mar, 2025 03:31:25 PM	17 Mar, 2025 07:27:21 PM	10 Mar, 2025 03:23:09 PM	0:02:51		Internal
596116328486			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Mar, 2025 03:31:25 PM	17 Mar, 2025 07:27:21 PM	10 Mar, 2025 03:23:09 PM	0:02:51		Internal
596116328486			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Mar, 2025 03:31:25 PM	17 Mar, 2025 07:27:21 PM	10 Mar, 2025 03:23:09 PM	0:02:51		Internal
596116328486			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Mar, 2025 03:31:25 PM	17 Mar, 2025 07:27:21 PM	10 Mar, 2025 03:23:09 PM	0:02:51		Internal
596116328486			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Mar, 2025 03:31:25 PM	17 Mar, 2025 07:27:21 PM	10 Mar, 2025 03:23:09 PM	0:02:51		Internal
596116328486			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Mar, 2025 03:31:25 PM	17 Mar, 2025 07:27:21 PM	10 Mar, 2025 03:23:09 PM	0:02:51		Internal
596116328486			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Mar, 2025 03:31:25 PM	17 Mar, 2025 07:27:21 PM	10 Mar, 2025 03:23:09 PM	0:02:51		Internal
596116328486			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Mar, 2025 03:31:25 PM	17 Mar, 2025 07:27:21 PM	10 Mar, 2025 03:23:09 PM	0:02:51		Internal
596116328486			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Mar, 2025 03:31:25 PM	17 Mar, 2025 07:27:21 PM	10 Mar, 2025 03:23:09 PM	0:02:51		Internal
596116328486			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Mar, 2025 03:31:25 PM	17 Mar, 2025 07:27:21 PM	10 Mar, 2025 03:23:09 PM	0:02:51		Internal
596115405995			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Mar, 2025 03:00:23 AM	17 Mar, 2025 07:36:58 PM	04 Mar, 2025 12:07:55 AM	0:06:25		Internal
596115405995			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Mar, 2025 03:00:23 AM	17 Mar, 2025 07:36:58 PM	04 Mar, 2025 12:07:55 AM	0:06:25		Internal
596115405995			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Mar, 2025 03:00:23 AM	17 Mar, 2025 07:36:58 PM	04 Mar, 2025 12:07:55 AM	0:06:25		Internal
596115405995			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Mar, 2025 03:00:23 AM	17 Mar, 2025 07:36:58 PM	04 Mar, 2025 12:07:55 AM	0:06:25		Internal
596115405995			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Mar, 2025 03:00:23 AM	17 Mar, 2025 07:36:58 PM	04 Mar, 2025 12:07:55 AM	0:06:25		Internal
596115405995			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 Mar, 2025 03:00:23 AM	17 Mar, 2025 07:36:58 PM	04 Mar, 2025 12:07:55 AM	0:06:25		Internal
596115405995			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 Mar, 2025 03:00:23 AM	17 Mar, 2025 07:36:58 PM	04 Mar, 2025 12:07:55 AM	0:06:25		Internal
596115405995			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Mar, 2025 03:00:23 AM	17 Mar, 2025 07:36:58 PM	04 Mar, 2025 12:07:55 AM	0:06:25		Internal
596115405995			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Mar, 2025 03:00:23 AM	17 Mar, 2025 07:36:58 PM	04 Mar, 2025 12:07:55 AM	0:06:25		Internal
596115405995			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 Mar, 2025 03:00:23 AM	17 Mar, 2025 07:36:58 PM	04 Mar, 2025 12:07:55 AM	0:06:25		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596115405995	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	05 Mar, 2025 03:00:23 AM	17 Mar, 2025 07:36:58 PM	04 Mar, 2025 12:07:55 AM	0:06:25		Internal
596115405995			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Mar, 2025 03:00:23 AM	17 Mar, 2025 07:36:58 PM	04 Mar, 2025 12:07:55 AM	0:06:25		Internal
596115405995			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Mar, 2025 03:00:23 AM	17 Mar, 2025 07:36:58 PM	04 Mar, 2025 12:07:55 AM	0:06:25		Internal
596115405995			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 Mar, 2025 03:00:23 AM	17 Mar, 2025 07:36:58 PM	04 Mar, 2025 12:07:55 AM	0:06:25		Internal
596115405995			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 Mar, 2025 03:00:23 AM	17 Mar, 2025 07:36:58 PM	04 Mar, 2025 12:07:55 AM	0:06:25		Internal
596115405995			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Mar, 2025 03:00:23 AM	17 Mar, 2025 07:36:58 PM	04 Mar, 2025 12:07:55 AM	0:06:25		Internal
596115405995			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Mar, 2025 03:00:23 AM	17 Mar, 2025 07:36:58 PM	04 Mar, 2025 12:07:55 AM	0:06:25		Internal
596115405995			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 Mar, 2025 03:00:23 AM	17 Mar, 2025 07:36:58 PM	04 Mar, 2025 12:07:55 AM	0:06:25		Internal
596115405995			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Mar, 2025 03:00:23 AM	17 Mar, 2025 07:36:58 PM	04 Mar, 2025 12:07:55 AM	0:06:25		Internal
596115405995			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Mar, 2025 03:00:23 AM	17 Mar, 2025 07:36:58 PM	04 Mar, 2025 12:07:55 AM	0:06:25		Internal
596115405995			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Mar, 2025 03:00:23 AM	17 Mar, 2025 07:36:58 PM	04 Mar, 2025 12:07:55 AM	0:06:25		Internal
596115405995			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Mar, 2025 03:00:23 AM	17 Mar, 2025 07:36:58 PM	04 Mar, 2025 12:07:55 AM	0:06:25		Internal
596115405995			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		05 Mar, 2025 03:00:23 AM	17 Mar, 2025 07:36:58 PM	04 Mar, 2025 12:07:55 AM	0:06:25		Internal
596115405995			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Mar, 2025 03:00:23 AM	17 Mar, 2025 07:36:58 PM	04 Mar, 2025 12:07:55 AM	0:06:25		Internal
596115405995			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Mar, 2025 03:00:23 AM	17 Mar, 2025 07:36:58 PM	04 Mar, 2025 12:07:55 AM	0:06:25		Internal
596115405995			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Mar, 2025 03:00:23 AM	17 Mar, 2025 07:36:58 PM	04 Mar, 2025 12:07:55 AM	0:06:25		Internal
596116321010			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Mar, 2025 03:01:08 PM	17 Mar, 2025 07:37:16 PM	10 Mar, 2025 03:12:45 PM	0:06:05		Internal
596116321010			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Mar, 2025 03:01:08 PM	17 Mar, 2025 07:37:16 PM	10 Mar, 2025 03:12:45 PM	0:06:05		Internal
596116321010			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Mar, 2025 03:01:08 PM	17 Mar, 2025 07:37:16 PM	10 Mar, 2025 03:12:45 PM	0:06:05		Internal
596116321010			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Mar, 2025 03:01:08 PM	17 Mar, 2025 07:37:16 PM	10 Mar, 2025 03:12:45 PM	0:06:05		Internal
596116321010			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Mar, 2025 03:01:08 PM	17 Mar, 2025 07:37:16 PM	10 Mar, 2025 03:12:45 PM	0:06:05		Internal
596116321010			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Mar, 2025 03:01:08 PM	17 Mar, 2025 07:37:16 PM	10 Mar, 2025 03:12:45 PM	0:06:05		Internal
596116321010			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Mar, 2025 03:01:08 PM	17 Mar, 2025 07:37:16 PM	10 Mar, 2025 03:12:45 PM	0:06:05		Internal
596116321010			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Mar, 2025 03:01:08 PM	17 Mar, 2025 07:37:16 PM	10 Mar, 2025 03:12:45 PM	0:06:05		Internal
596116321010			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Mar, 2025 03:01:08 PM	17 Mar, 2025 07:37:16 PM	10 Mar, 2025 03:12:45 PM	0:06:05		Internal
596116321010			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Mar, 2025 03:01:08 PM	17 Mar, 2025 07:37:16 PM	10 Mar, 2025 03:12:45 PM	0:06:05		Internal
596116321010			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Mar, 2025 03:01:08 PM	17 Mar, 2025 07:37:16 PM	10 Mar, 2025 03:12:45 PM	0:06:05		Internal
596116321010			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Mar, 2025 03:01:08 PM	17 Mar, 2025 07:37:16 PM	10 Mar, 2025 03:12:45 PM	0:06:05		Internal
596116321010			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Mar, 2025 03:01:08 PM	17 Mar, 2025 07:37:16 PM	10 Mar, 2025 03:12:45 PM	0:06:05		Internal
596116321010			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Mar, 2025 03:01:08 PM	17 Mar, 2025 07:37:16 PM	10 Mar, 2025 03:12:45 PM	0:06:05		Internal
596116321010			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Mar, 2025 03:01:08 PM	17 Mar, 2025 07:37:16 PM	10 Mar, 2025 03:12:45 PM	0:06:05		Internal
596116321010			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Mar, 2025 03:01:08 PM	17 Mar, 2025 07:37:16 PM	10 Mar, 2025 03:12:45 PM	0:06:05		Internal
596116321010			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Mar, 2025 03:01:08 PM	17 Mar, 2025 07:37:16 PM	10 Mar, 2025 03:12:45 PM	0:06:05		Internal
596116321010			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Mar, 2025 03:01:08 PM	17 Mar, 2025 07:37:16 PM	10 Mar, 2025 03:12:45 PM	0:06:05		Internal
596116321010			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Mar, 2025 03:01:08 PM	17 Mar, 2025 07:37:16 PM	10 Mar, 2025 03:12:45 PM	0:06:05		Internal
596116321010			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Mar, 2025 03:01:08 PM	17 Mar, 2025 07:37:16 PM	10 Mar, 2025 03:12:45 PM	0:06:05		Internal
596116321010			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Mar, 2025 03:01:08 PM	17 Mar, 2025 07:37:16 PM	10 Mar, 2025 03:12:45 PM	0:06:05		Internal
596116321010			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Mar, 2025 03:01:08 PM	17 Mar, 2025 07:37:16 PM	10 Mar, 2025 03:12:45 PM	0:06:05		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596116321010	[redacted]	[redacted]	CTE_Res_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	[redacted]	11 Mar, 2025 03:01:08 PM	17 Mar, 2025 07:37:16 PM	10 Mar, 2025 03:12:45 PM	0:06:05		Internal
596116321010			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Mar, 2025 03:01:08 PM	17 Mar, 2025 07:37:16 PM	10 Mar, 2025 03:12:45 PM	0:06:05		Internal
596116321010			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Mar, 2025 03:01:08 PM	17 Mar, 2025 07:37:16 PM	10 Mar, 2025 03:12:45 PM	0:06:05		Internal
596116321010			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Mar, 2025 03:01:08 PM	17 Mar, 2025 07:37:16 PM	10 Mar, 2025 03:12:45 PM	0:06:05		Internal
596116505482			CTE_Bus_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Mar, 2025 11:31:19 AM	18 Mar, 2025 11:54:16 AM	11 Mar, 2025 02:03:14 PM	0:02:22		Internal
596116505482			CTE_Bus_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Mar, 2025 11:31:19 AM	18 Mar, 2025 11:54:16 AM	11 Mar, 2025 02:03:14 PM	0:02:22		Internal
596116505482			CTE_Bus_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Mar, 2025 11:31:19 AM	18 Mar, 2025 11:54:16 AM	11 Mar, 2025 02:03:14 PM	0:02:22		Internal
596116505482			CTE_Bus_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Mar, 2025 11:31:19 AM	18 Mar, 2025 11:54:16 AM	11 Mar, 2025 02:03:14 PM	0:02:22		Internal
596116505482			CTE_Bus_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Mar, 2025 11:31:19 AM	18 Mar, 2025 11:54:16 AM	11 Mar, 2025 02:03:14 PM	0:02:22		Internal
596116505482			CTE_Bus_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Mar, 2025 11:31:19 AM	18 Mar, 2025 11:54:16 AM	11 Mar, 2025 02:03:14 PM	0:02:22		Internal
596116505482			CTE_Bus_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Mar, 2025 11:31:19 AM	18 Mar, 2025 11:54:16 AM	11 Mar, 2025 02:03:14 PM	0:02:22		Internal
596116505482			CTE_Bus_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Mar, 2025 11:31:19 AM	18 Mar, 2025 11:54:16 AM	11 Mar, 2025 02:03:14 PM	0:02:22		Internal
596116505482			CTE_Bus_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Mar, 2025 11:31:19 AM	18 Mar, 2025 11:54:16 AM	11 Mar, 2025 02:03:14 PM	0:02:22		Internal
596116505482			CTE_Bus_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Mar, 2025 11:31:19 AM	18 Mar, 2025 11:54:16 AM	11 Mar, 2025 02:03:14 PM	0:02:22		Internal
596116505482			CTE_Bus_Payment		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Mar, 2025 11:31:19 AM	18 Mar, 2025 11:54:16 AM	11 Mar, 2025 02:03:14 PM	0:02:22		Internal
596116505482			CTE_Bus_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Mar, 2025 11:31:19 AM	18 Mar, 2025 11:54:16 AM	11 Mar, 2025 02:03:14 PM	0:02:22		Internal
596116505482			CTE_Bus_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Mar, 2025 11:31:19 AM	18 Mar, 2025 11:54:16 AM	11 Mar, 2025 02:03:14 PM	0:02:22		Internal
596116505482			CTE_Bus_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Mar, 2025 11:31:19 AM	18 Mar, 2025 11:54:16 AM	11 Mar, 2025 02:03:14 PM	0:02:22		Internal
596116505482			CTE_Bus_Payment		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Mar, 2025 11:31:19 AM	18 Mar, 2025 11:54:16 AM	11 Mar, 2025 02:03:14 PM	0:02:22		Internal
596116505482			CTE_Bus_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Mar, 2025 11:31:19 AM	18 Mar, 2025 11:54:16 AM	11 Mar, 2025 02:03:14 PM	0:02:22		Internal
596116505482			CTE_Bus_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Mar, 2025 11:31:19 AM	18 Mar, 2025 11:54:16 AM	11 Mar, 2025 02:03:14 PM	0:02:22		Internal
596116505482			CTE_Bus_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 Mar, 2025 11:31:19 AM	18 Mar, 2025 11:54:16 AM	11 Mar, 2025 02:03:14 PM	0:02:22		Internal
596116505482			CTE_Bus_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Mar, 2025 11:31:19 AM	18 Mar, 2025 11:54:16 AM	11 Mar, 2025 02:03:14 PM	0:02:22		Internal
596116505482			CTE_Bus_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Mar, 2025 11:31:19 AM	18 Mar, 2025 11:54:16 AM	11 Mar, 2025 02:03:14 PM	0:02:22		Internal
596116505482			CTE_Bus_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Mar, 2025 11:31:19 AM	18 Mar, 2025 11:54:16 AM	11 Mar, 2025 02:03:14 PM	0:02:22		Internal
596116505482			CTE_Bus_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Mar, 2025 11:31:19 AM	18 Mar, 2025 11:54:16 AM	11 Mar, 2025 02:03:14 PM	0:02:22		Internal
596116505482			CTE_Bus_Payment		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		13 Mar, 2025 11:31:19 AM	18 Mar, 2025 11:54:16 AM	11 Mar, 2025 02:03:14 PM	0:02:22		Internal
596116505482			CTE_Bus_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Mar, 2025 11:31:19 AM	18 Mar, 2025 11:54:16 AM	11 Mar, 2025 02:03:14 PM	0:02:22		Internal
596116505482			CTE_Bus_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Mar, 2025 11:31:19 AM	18 Mar, 2025 11:54:16 AM	11 Mar, 2025 02:03:14 PM	0:02:22		Internal
596116505482			CTE_Bus_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Mar, 2025 11:31:19 AM	18 Mar, 2025 11:54:16 AM	11 Mar, 2025 02:03:14 PM	0:02:22		Internal
597057766534			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Mar, 2025 07:31:05 PM	18 Mar, 2025 01:00:28 PM	12 Mar, 2025 08:10:00 PM	0:03:44		Internal
597057766534			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Mar, 2025 07:31:05 PM	18 Mar, 2025 01:00:28 PM	12 Mar, 2025 08:10:00 PM	0:03:44		Internal
597057766534			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Mar, 2025 07:31:05 PM	18 Mar, 2025 01:00:28 PM	12 Mar, 2025 08:10:00 PM	0:03:44		Internal
597057766534			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Mar, 2025 07:31:05 PM	18 Mar, 2025 01:00:28 PM	12 Mar, 2025 08:10:00 PM	0:03:44		Internal
597057766534			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Mar, 2025 07:31:05 PM	18 Mar, 2025 01:00:28 PM	12 Mar, 2025 08:10:00 PM	0:03:44		Internal
597057766534			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Mar, 2025 07:31:05 PM	18 Mar, 2025 01:00:28 PM	12 Mar, 2025 08:10:00 PM	0:03:44		Internal
597057766534			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Mar, 2025 07:31:05 PM	18 Mar, 2025 01:00:28 PM	12 Mar, 2025 08:10:00 PM	0:03:44		Internal
597057766534			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Mar, 2025 07:31:05 PM	18 Mar, 2025 01:00:28 PM	12 Mar, 2025 08:10:00 PM	0:03:44		Internal
597057766534			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Mar, 2025 07:31:05 PM	18 Mar, 2025 01:00:28 PM	12 Mar, 2025 08:10:00 PM	0:03:44		Internal
597057766534			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Mar, 2025 07:31:05 PM	18 Mar, 2025 01:00:28 PM	12 Mar, 2025 08:10:00 PM	0:03:44		Internal
597057766534			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Mar, 2025 07:31:05 PM	18 Mar, 2025 01:00:28 PM	12 Mar, 2025 08:10:00 PM	0:03:44		Internal
597057766534			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Mar, 2025 07:31:05 PM	18 Mar, 2025 01:00:28 PM	12 Mar, 2025 08:10:00 PM	0:03:44		Internal
597057766534			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Mar, 2025 07:31:05 PM	18 Mar, 2025 01:00:28 PM	12 Mar, 2025 08:10:00 PM	0:03:44		Internal
597057766534			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Mar, 2025 07:31:05 PM	18 Mar, 2025 01:00:28 PM	12 Mar, 2025 08:10:00 PM	0:03:44		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597057766534	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	14 Mar, 2025 07:31:05 PM	18 Mar, 2025 01:00:28 PM	12 Mar, 2025 08:10:00 PM	0:03:44		Internal
597057766534			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Mar, 2025 07:31:05 PM	18 Mar, 2025 01:00:28 PM	12 Mar, 2025 08:10:00 PM	0:03:44		Internal
597057766534			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Mar, 2025 07:31:05 PM	18 Mar, 2025 01:00:28 PM	12 Mar, 2025 08:10:00 PM	0:03:44		Internal
597057766534			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Mar, 2025 07:31:05 PM	18 Mar, 2025 01:00:28 PM	12 Mar, 2025 08:10:00 PM	0:03:44		Internal
597057766534			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Mar, 2025 07:31:05 PM	18 Mar, 2025 01:00:28 PM	12 Mar, 2025 08:10:00 PM	0:03:44		Internal
597057766534			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Mar, 2025 07:31:05 PM	18 Mar, 2025 01:00:28 PM	12 Mar, 2025 08:10:00 PM	0:03:44		Internal
597057766534			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Mar, 2025 07:31:05 PM	18 Mar, 2025 01:00:28 PM	12 Mar, 2025 08:10:00 PM	0:03:44		Internal
597057766534			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Mar, 2025 07:31:05 PM	18 Mar, 2025 01:00:28 PM	12 Mar, 2025 08:10:00 PM	0:03:44		Internal
597057766534			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		14 Mar, 2025 07:31:05 PM	18 Mar, 2025 01:00:28 PM	12 Mar, 2025 08:10:00 PM	0:03:44		Internal
597057766534			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Mar, 2025 07:31:05 PM	18 Mar, 2025 01:00:28 PM	12 Mar, 2025 08:10:00 PM	0:03:44		Internal
597057766534			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Mar, 2025 07:31:05 PM	18 Mar, 2025 01:00:28 PM	12 Mar, 2025 08:10:00 PM	0:03:44		Internal
597057766534			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Mar, 2025 07:31:05 PM	18 Mar, 2025 01:00:28 PM	12 Mar, 2025 08:10:00 PM	0:03:44		Internal
597058080135			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Mar, 2025 01:06:53 PM	18 Mar, 2025 01:12:21 PM	14 Mar, 2025 06:51:14 PM	0:03:26		Internal
597058080135			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Mar, 2025 01:06:53 PM	18 Mar, 2025 01:12:21 PM	14 Mar, 2025 06:51:14 PM	0:03:26		Internal
597058080135			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Mar, 2025 01:06:53 PM	18 Mar, 2025 01:12:21 PM	14 Mar, 2025 06:51:14 PM	0:03:26		Internal
597058080135			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Mar, 2025 01:06:53 PM	18 Mar, 2025 01:12:21 PM	14 Mar, 2025 06:51:14 PM	0:03:26		Internal
597058080135			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Mar, 2025 01:06:53 PM	18 Mar, 2025 01:12:21 PM	14 Mar, 2025 06:51:14 PM	0:03:26		Internal
597058080135			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Mar, 2025 01:06:53 PM	18 Mar, 2025 01:12:21 PM	14 Mar, 2025 06:51:14 PM	0:03:26		Internal
597058080135			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Mar, 2025 01:06:53 PM	18 Mar, 2025 01:12:21 PM	14 Mar, 2025 06:51:14 PM	0:03:26		Internal
597058080135			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Mar, 2025 01:06:53 PM	18 Mar, 2025 01:12:21 PM	14 Mar, 2025 06:51:14 PM	0:03:26		Internal
597058080135			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Mar, 2025 01:06:53 PM	18 Mar, 2025 01:12:21 PM	14 Mar, 2025 06:51:14 PM	0:03:26		Internal
597058080135			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Mar, 2025 01:06:53 PM	18 Mar, 2025 01:12:21 PM	14 Mar, 2025 06:51:14 PM	0:03:26		Internal
597058080135			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Mar, 2025 01:06:53 PM	18 Mar, 2025 01:12:21 PM	14 Mar, 2025 06:51:14 PM	0:03:26		Internal
597058080135			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Mar, 2025 01:06:53 PM	18 Mar, 2025 01:12:21 PM	14 Mar, 2025 06:51:14 PM	0:03:26		Internal
597058080135			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Mar, 2025 01:06:53 PM	18 Mar, 2025 01:12:21 PM	14 Mar, 2025 06:51:14 PM	0:03:26		Internal
597058080135			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Mar, 2025 01:06:53 PM	18 Mar, 2025 01:12:21 PM	14 Mar, 2025 06:51:14 PM	0:03:26		Internal
597058080135			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Mar, 2025 01:06:53 PM	18 Mar, 2025 01:12:21 PM	14 Mar, 2025 06:51:14 PM	0:03:26		Internal
597058080135			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Mar, 2025 01:06:53 PM	18 Mar, 2025 01:12:21 PM	14 Mar, 2025 06:51:14 PM	0:03:26		Internal
597058080135			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Mar, 2025 01:06:53 PM	18 Mar, 2025 01:12:21 PM	14 Mar, 2025 06:51:14 PM	0:03:26		Internal
597058080135			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Mar, 2025 01:06:53 PM	18 Mar, 2025 01:12:21 PM	14 Mar, 2025 06:51:14 PM	0:03:26		Internal
597058080135			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Mar, 2025 01:06:53 PM	18 Mar, 2025 01:12:21 PM	14 Mar, 2025 06:51:14 PM	0:03:26		Internal
597058080135			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Mar, 2025 01:06:53 PM	18 Mar, 2025 01:12:21 PM	14 Mar, 2025 06:51:14 PM	0:03:26		Internal
597058080135			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Mar, 2025 01:06:53 PM	18 Mar, 2025 01:12:21 PM	14 Mar, 2025 06:51:14 PM	0:03:26		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597058080135	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	[redacted]	18 Mar, 2025 01:06:53 PM	18 Mar, 2025 01:12:21 PM	14 Mar, 2025 06:51:14 PM	0:03:26		Internal
597058080135			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		18 Mar, 2025 01:06:53 PM	18 Mar, 2025 01:12:21 PM	14 Mar, 2025 06:51:14 PM	0:03:26		Internal
597058080135			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Mar, 2025 01:06:53 PM	18 Mar, 2025 01:12:21 PM	14 Mar, 2025 06:51:14 PM	0:03:26		Internal
597058080135			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Mar, 2025 01:06:53 PM	18 Mar, 2025 01:12:21 PM	14 Mar, 2025 06:51:14 PM	0:03:26		Internal
597058080135			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Mar, 2025 01:06:53 PM	18 Mar, 2025 01:12:21 PM	14 Mar, 2025 06:51:14 PM	0:03:26		Internal
597057921868			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Mar, 2025 07:31:05 PM	18 Mar, 2025 02:21:59 PM	13 Mar, 2025 07:14:57 PM	0:02:32		Internal
597057921868			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Mar, 2025 07:31:05 PM	18 Mar, 2025 02:21:59 PM	13 Mar, 2025 07:14:57 PM	0:02:32		Internal
597057921868			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Mar, 2025 07:31:05 PM	18 Mar, 2025 02:21:59 PM	13 Mar, 2025 07:14:57 PM	0:02:32		Internal
597057921868			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Mar, 2025 07:31:05 PM	18 Mar, 2025 02:21:59 PM	13 Mar, 2025 07:14:57 PM	0:02:32		Internal
597057921868			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Mar, 2025 07:31:05 PM	18 Mar, 2025 02:21:59 PM	13 Mar, 2025 07:14:57 PM	0:02:32		Internal
597057921868			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Mar, 2025 07:31:05 PM	18 Mar, 2025 02:21:59 PM	13 Mar, 2025 07:14:57 PM	0:02:32		Internal
597057921868			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Mar, 2025 07:31:05 PM	18 Mar, 2025 02:21:59 PM	13 Mar, 2025 07:14:57 PM	0:02:32		Internal
597057921868			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Mar, 2025 07:31:05 PM	18 Mar, 2025 02:21:59 PM	13 Mar, 2025 07:14:57 PM	0:02:32		Internal
597057921868			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Mar, 2025 07:31:05 PM	18 Mar, 2025 02:21:59 PM	13 Mar, 2025 07:14:57 PM	0:02:32		Internal
597057921868			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Mar, 2025 07:31:05 PM	18 Mar, 2025 02:21:59 PM	13 Mar, 2025 07:14:57 PM	0:02:32		Internal
597057921868			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Mar, 2025 07:31:05 PM	18 Mar, 2025 02:21:59 PM	13 Mar, 2025 07:14:57 PM	0:02:32		Internal
597057921868			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Mar, 2025 07:31:05 PM	18 Mar, 2025 02:21:59 PM	13 Mar, 2025 07:14:57 PM	0:02:32		Internal
597057921868			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Mar, 2025 07:31:05 PM	18 Mar, 2025 02:21:59 PM	13 Mar, 2025 07:14:57 PM	0:02:32		Internal
597057921868			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Mar, 2025 07:31:05 PM	18 Mar, 2025 02:21:59 PM	13 Mar, 2025 07:14:57 PM	0:02:32		Internal
597057921868			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Mar, 2025 07:31:05 PM	18 Mar, 2025 02:21:59 PM	13 Mar, 2025 07:14:57 PM	0:02:32		Internal
597057921868			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Mar, 2025 07:31:05 PM	18 Mar, 2025 02:21:59 PM	13 Mar, 2025 07:14:57 PM	0:02:32		Internal
597057921868			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Mar, 2025 07:31:05 PM	18 Mar, 2025 02:21:59 PM	13 Mar, 2025 07:14:57 PM	0:02:32		Internal
597057921868			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Mar, 2025 07:31:05 PM	18 Mar, 2025 02:21:59 PM	13 Mar, 2025 07:14:57 PM	0:02:32		Internal
597057921868			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Mar, 2025 07:31:05 PM	18 Mar, 2025 02:21:59 PM	13 Mar, 2025 07:14:57 PM	0:02:32		Internal
597057921868			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Mar, 2025 07:31:05 PM	18 Mar, 2025 02:21:59 PM	13 Mar, 2025 07:14:57 PM	0:02:32		Internal
597057921868			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Mar, 2025 07:31:05 PM	18 Mar, 2025 02:21:59 PM	13 Mar, 2025 07:14:57 PM	0:02:32		Internal
597057921868			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Mar, 2025 07:31:05 PM	18 Mar, 2025 02:21:59 PM	13 Mar, 2025 07:14:57 PM	0:02:32		Internal
597057921868			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		14 Mar, 2025 07:31:05 PM	18 Mar, 2025 02:21:59 PM	13 Mar, 2025 07:14:57 PM	0:02:32		Internal
597057921868			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Mar, 2025 07:31:05 PM	18 Mar, 2025 02:21:59 PM	13 Mar, 2025 07:14:57 PM	0:02:32		Internal
597057921868			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Mar, 2025 07:31:05 PM	18 Mar, 2025 02:21:59 PM	13 Mar, 2025 07:14:57 PM	0:02:32		Internal
597057921868			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Mar, 2025 07:31:05 PM	18 Mar, 2025 02:21:59 PM	13 Mar, 2025 07:14:57 PM	0:02:32		Internal
597058013040			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Mar, 2025 02:29:47 PM	18 Mar, 2025 02:32:52 PM	14 Mar, 2025 02:27:14 PM	0:02:56		Internal
597058013040			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Mar, 2025 02:29:47 PM	18 Mar, 2025 02:32:52 PM	14 Mar, 2025 02:27:14 PM	0:02:56		Internal
597058013040			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Mar, 2025 02:29:47 PM	18 Mar, 2025 02:32:52 PM	14 Mar, 2025 02:27:14 PM	0:02:56		Internal
597058013040			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Mar, 2025 02:29:47 PM	18 Mar, 2025 02:32:52 PM	14 Mar, 2025 02:27:14 PM	0:02:56		Internal
597058013040			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Mar, 2025 02:29:47 PM	18 Mar, 2025 02:32:52 PM	14 Mar, 2025 02:27:14 PM	0:02:56		Internal
597058013040			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Mar, 2025 02:29:47 PM	18 Mar, 2025 02:32:52 PM	14 Mar, 2025 02:27:14 PM	0:02:56		Internal
597058013040			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Mar, 2025 02:29:47 PM	18 Mar, 2025 02:32:52 PM	14 Mar, 2025 02:27:14 PM	0:02:56		Internal
597058013040			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Mar, 2025 02:29:47 PM	18 Mar, 2025 02:32:52 PM	14 Mar, 2025 02:27:14 PM	0:02:56		Internal
597058013040			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Mar, 2025 02:29:47 PM	18 Mar, 2025 02:32:52 PM	14 Mar, 2025 02:27:14 PM	0:02:56		Internal
597058013040			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Mar, 2025 02:29:47 PM	18 Mar, 2025 02:32:52 PM	14 Mar, 2025 02:27:14 PM	0:02:56		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597058013040	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	18 Mar, 2025 02:29:47 PM	18 Mar, 2025 02:32:52 PM	14 Mar, 2025 02:27:14 PM	0:02:56		Internal
597058013040			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Mar, 2025 02:29:47 PM	18 Mar, 2025 02:32:52 PM	14 Mar, 2025 02:27:14 PM	0:02:56		Internal
597058013040			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Mar, 2025 02:29:47 PM	18 Mar, 2025 02:32:52 PM	14 Mar, 2025 02:27:14 PM	0:02:56		Internal
597058013040			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Mar, 2025 02:29:47 PM	18 Mar, 2025 02:32:52 PM	14 Mar, 2025 02:27:14 PM	0:02:56		Internal
597058013040			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Mar, 2025 02:29:47 PM	18 Mar, 2025 02:32:52 PM	14 Mar, 2025 02:27:14 PM	0:02:56		Internal
597058013040			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Mar, 2025 02:29:47 PM	18 Mar, 2025 02:32:52 PM	14 Mar, 2025 02:27:14 PM	0:02:56		Internal
597058013040			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Mar, 2025 02:29:47 PM	18 Mar, 2025 02:32:52 PM	14 Mar, 2025 02:27:14 PM	0:02:56		Internal
597058013040			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Mar, 2025 02:29:47 PM	18 Mar, 2025 02:32:52 PM	14 Mar, 2025 02:27:14 PM	0:02:56		Internal
597058013040			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Mar, 2025 02:29:47 PM	18 Mar, 2025 02:32:52 PM	14 Mar, 2025 02:27:14 PM	0:02:56		Internal
597058013040			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Mar, 2025 02:29:47 PM	18 Mar, 2025 02:32:52 PM	14 Mar, 2025 02:27:14 PM	0:02:56		Internal
597058013040			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Mar, 2025 02:29:47 PM	18 Mar, 2025 02:32:52 PM	14 Mar, 2025 02:27:14 PM	0:02:56		Internal
597058013040			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Mar, 2025 02:29:47 PM	18 Mar, 2025 02:32:52 PM	14 Mar, 2025 02:27:14 PM	0:02:56		Internal
597058013040			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		18 Mar, 2025 02:29:47 PM	18 Mar, 2025 02:32:52 PM	14 Mar, 2025 02:27:14 PM	0:02:56		Internal
597058013040			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Mar, 2025 02:29:47 PM	18 Mar, 2025 02:32:52 PM	14 Mar, 2025 02:27:14 PM	0:02:56		Internal
597058013040			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Mar, 2025 02:29:47 PM	18 Mar, 2025 02:32:52 PM	14 Mar, 2025 02:27:14 PM	0:02:56		Internal
597058013040			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Mar, 2025 02:29:47 PM	18 Mar, 2025 02:32:52 PM	14 Mar, 2025 02:27:14 PM	0:02:56		Internal
597057870435			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Mar, 2025 02:42:32 PM	18 Mar, 2025 02:46:26 PM	13 Mar, 2025 03:48:21 PM	0:03:14		Internal
597057870435			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Mar, 2025 02:42:32 PM	18 Mar, 2025 02:46:26 PM	13 Mar, 2025 03:48:21 PM	0:03:14		Internal
597057870435			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Mar, 2025 02:42:32 PM	18 Mar, 2025 02:46:26 PM	13 Mar, 2025 03:48:21 PM	0:03:14		Internal
597057870435			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Mar, 2025 02:42:32 PM	18 Mar, 2025 02:46:26 PM	13 Mar, 2025 03:48:21 PM	0:03:14		Internal
597057870435			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Mar, 2025 02:42:32 PM	18 Mar, 2025 02:46:26 PM	13 Mar, 2025 03:48:21 PM	0:03:14		Internal
597057870435			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Mar, 2025 02:42:32 PM	18 Mar, 2025 02:46:26 PM	13 Mar, 2025 03:48:21 PM	0:03:14		Internal
597057870435			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Mar, 2025 02:42:32 PM	18 Mar, 2025 02:46:26 PM	13 Mar, 2025 03:48:21 PM	0:03:14		Internal
597057870435			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Mar, 2025 02:42:32 PM	18 Mar, 2025 02:46:26 PM	13 Mar, 2025 03:48:21 PM	0:03:14		Internal
597057870435			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Mar, 2025 02:42:32 PM	18 Mar, 2025 02:46:26 PM	13 Mar, 2025 03:48:21 PM	0:03:14		Internal
597057870435			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Mar, 2025 02:42:32 PM	18 Mar, 2025 02:46:26 PM	13 Mar, 2025 03:48:21 PM	0:03:14		Internal
597057870435			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Mar, 2025 02:42:32 PM	18 Mar, 2025 02:46:26 PM	13 Mar, 2025 03:48:21 PM	0:03:14		Internal
597057870435			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Mar, 2025 02:42:32 PM	18 Mar, 2025 02:46:26 PM	13 Mar, 2025 03:48:21 PM	0:03:14		Internal
597057870435			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Mar, 2025 02:42:32 PM	18 Mar, 2025 02:46:26 PM	13 Mar, 2025 03:48:21 PM	0:03:14		Internal
597057870435			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Mar, 2025 02:42:32 PM	18 Mar, 2025 02:46:26 PM	13 Mar, 2025 03:48:21 PM	0:03:14		Internal
597057870435			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Mar, 2025 02:42:32 PM	18 Mar, 2025 02:46:26 PM	13 Mar, 2025 03:48:21 PM	0:03:14		Internal
597057870435			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Mar, 2025 02:42:32 PM	18 Mar, 2025 02:46:26 PM	13 Mar, 2025 03:48:21 PM	0:03:14		Internal
597057870435			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Mar, 2025 02:42:32 PM	18 Mar, 2025 02:46:26 PM	13 Mar, 2025 03:48:21 PM	0:03:14		Internal
597057870435			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Mar, 2025 02:42:32 PM	18 Mar, 2025 02:46:26 PM	13 Mar, 2025 03:48:21 PM	0:03:14		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Ty		Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597057870435	[redacted]		CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	18 Mar, 2025 02:42:32 PM	18 Mar, 2025 02:46:26 PM	13 Mar, 2025 03:48:21 PM	0:03:14		Internal
597057870435			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Mar, 2025 02:42:32 PM	18 Mar, 2025 02:46:26 PM	13 Mar, 2025 03:48:21 PM	0:03:14		Internal
597057870435			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Mar, 2025 02:42:32 PM	18 Mar, 2025 02:46:26 PM	13 Mar, 2025 03:48:21 PM	0:03:14		Internal
597057870435			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Mar, 2025 02:42:32 PM	18 Mar, 2025 02:46:26 PM	13 Mar, 2025 03:48:21 PM	0:03:14		Internal
597057870435			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		18 Mar, 2025 02:42:32 PM	18 Mar, 2025 02:46:26 PM	13 Mar, 2025 03:48:21 PM	0:03:14		Internal
597057870435			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Mar, 2025 02:42:32 PM	18 Mar, 2025 02:46:26 PM	13 Mar, 2025 03:48:21 PM	0:03:14		Internal
597057870435			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Mar, 2025 02:42:32 PM	18 Mar, 2025 02:46:26 PM	13 Mar, 2025 03:48:21 PM	0:03:14		Internal
597057870435			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Mar, 2025 02:42:32 PM	18 Mar, 2025 02:46:26 PM	13 Mar, 2025 03:48:21 PM	0:03:14		Internal
597058326346			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Mar, 2025 03:06:56 PM	18 Mar, 2025 03:12:02 PM	17 Mar, 2025 07:46:12 PM	0:02:34		Internal
597058326346			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Mar, 2025 03:06:56 PM	18 Mar, 2025 03:12:02 PM	17 Mar, 2025 07:46:12 PM	0:02:34		Internal
597058326346			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Mar, 2025 03:06:56 PM	18 Mar, 2025 03:12:02 PM	17 Mar, 2025 07:46:12 PM	0:02:34		Internal
597058326346			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Mar, 2025 03:06:56 PM	18 Mar, 2025 03:12:02 PM	17 Mar, 2025 07:46:12 PM	0:02:34		Internal
597058326346			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Mar, 2025 03:06:56 PM	18 Mar, 2025 03:12:02 PM	17 Mar, 2025 07:46:12 PM	0:02:34		Internal
597058326346			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Mar, 2025 03:06:56 PM	18 Mar, 2025 03:12:02 PM	17 Mar, 2025 07:46:12 PM	0:02:34		Internal
597058326346			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Mar, 2025 03:06:56 PM	18 Mar, 2025 03:12:02 PM	17 Mar, 2025 07:46:12 PM	0:02:34		Internal
597058326346			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Mar, 2025 03:06:56 PM	18 Mar, 2025 03:12:02 PM	17 Mar, 2025 07:46:12 PM	0:02:34		Internal
597058326346			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Mar, 2025 03:06:56 PM	18 Mar, 2025 03:12:02 PM	17 Mar, 2025 07:46:12 PM	0:02:34		Internal
597058326346			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Mar, 2025 03:06:56 PM	18 Mar, 2025 03:12:02 PM	17 Mar, 2025 07:46:12 PM	0:02:34		Internal
597058326346			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Mar, 2025 03:06:56 PM	18 Mar, 2025 03:12:02 PM	17 Mar, 2025 07:46:12 PM	0:02:34		Internal
597058326346			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Mar, 2025 03:06:56 PM	18 Mar, 2025 03:12:02 PM	17 Mar, 2025 07:46:12 PM	0:02:34		Internal
597058326346			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Mar, 2025 03:06:56 PM	18 Mar, 2025 03:12:02 PM	17 Mar, 2025 07:46:12 PM	0:02:34		Internal
597058326346			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Mar, 2025 03:06:56 PM	18 Mar, 2025 03:12:02 PM	17 Mar, 2025 07:46:12 PM	0:02:34		Internal
597058326346			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Mar, 2025 03:06:56 PM	18 Mar, 2025 03:12:02 PM	17 Mar, 2025 07:46:12 PM	0:02:34		Internal
597058326346			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Mar, 2025 03:06:56 PM	18 Mar, 2025 03:12:02 PM	17 Mar, 2025 07:46:12 PM	0:02:34		Internal
597058326346			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Mar, 2025 03:06:56 PM	18 Mar, 2025 03:12:02 PM	17 Mar, 2025 07:46:12 PM	0:02:34		Internal
597058326346			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Mar, 2025 03:06:56 PM	18 Mar, 2025 03:12:02 PM	17 Mar, 2025 07:46:12 PM	0:02:34		Internal
597058326346			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Mar, 2025 03:06:56 PM	18 Mar, 2025 03:12:02 PM	17 Mar, 2025 07:46:12 PM	0:02:34		Internal
597058326346			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Mar, 2025 03:06:56 PM	18 Mar, 2025 03:12:02 PM	17 Mar, 2025 07:46:12 PM	0:02:34		Internal
597058326346			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Mar, 2025 03:06:56 PM	18 Mar, 2025 03:12:02 PM	17 Mar, 2025 07:46:12 PM	0:02:34		Internal
597058326346			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Mar, 2025 03:06:56 PM	18 Mar, 2025 03:12:02 PM	17 Mar, 2025 07:46:12 PM	0:02:34		Internal
597058326346			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		18 Mar, 2025 03:06:56 PM	18 Mar, 2025 03:12:02 PM	17 Mar, 2025 07:46:12 PM	0:02:34		Internal
597058326346			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Mar, 2025 03:06:56 PM	18 Mar, 2025 03:12:02 PM	17 Mar, 2025 07:46:12 PM	0:02:34		Internal
597058326346			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Mar, 2025 03:06:56 PM	18 Mar, 2025 03:12:02 PM	17 Mar, 2025 07:46:12 PM	0:02:34		Internal
597058326346			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Mar, 2025 03:06:56 PM	18 Mar, 2025 03:12:02 PM	17 Mar, 2025 07:46:12 PM	0:02:34		Internal
597057623021			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Mar, 2025 03:42:49 PM	18 Mar, 2025 03:55:00 PM	11 Mar, 2025 09:06:12 PM	0:03:25		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597057623021	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	[redacted]	18 Mar, 2025 03:42:49 PM	18 Mar, 2025 03:55:00 PM	11 Mar, 2025 09:06:12 PM	0:03:25		Internal
597057623021			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Mar, 2025 03:42:49 PM	18 Mar, 2025 03:55:00 PM	11 Mar, 2025 09:06:12 PM	0:03:25		Internal
597057623021			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Mar, 2025 03:42:49 PM	18 Mar, 2025 03:55:00 PM	11 Mar, 2025 09:06:12 PM	0:03:25		Internal
597057623021			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Mar, 2025 03:42:49 PM	18 Mar, 2025 03:55:00 PM	11 Mar, 2025 09:06:12 PM	0:03:25		Internal
597057623021			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Mar, 2025 03:42:49 PM	18 Mar, 2025 03:55:00 PM	11 Mar, 2025 09:06:12 PM	0:03:25		Internal
597057623021			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Mar, 2025 03:42:49 PM	18 Mar, 2025 03:55:00 PM	11 Mar, 2025 09:06:12 PM	0:03:25		Internal
597057623021			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Mar, 2025 03:42:49 PM	18 Mar, 2025 03:55:00 PM	11 Mar, 2025 09:06:12 PM	0:03:25		Internal
597057623021			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Mar, 2025 03:42:49 PM	18 Mar, 2025 03:55:00 PM	11 Mar, 2025 09:06:12 PM	0:03:25		Internal
597057623021			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Mar, 2025 03:42:49 PM	18 Mar, 2025 03:55:00 PM	11 Mar, 2025 09:06:12 PM	0:03:25		Internal
597057623021			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Mar, 2025 03:42:49 PM	18 Mar, 2025 03:55:00 PM	11 Mar, 2025 09:06:12 PM	0:03:25		Internal
597057623021			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Mar, 2025 03:42:49 PM	18 Mar, 2025 03:55:00 PM	11 Mar, 2025 09:06:12 PM	0:03:25		Internal
597057623021			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Mar, 2025 03:42:49 PM	18 Mar, 2025 03:55:00 PM	11 Mar, 2025 09:06:12 PM	0:03:25		Internal
597057623021			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Mar, 2025 03:42:49 PM	18 Mar, 2025 03:55:00 PM	11 Mar, 2025 09:06:12 PM	0:03:25		Internal
597057623021			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Mar, 2025 03:42:49 PM	18 Mar, 2025 03:55:00 PM	11 Mar, 2025 09:06:12 PM	0:03:25		Internal
597057623021			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Mar, 2025 03:42:49 PM	18 Mar, 2025 03:55:00 PM	11 Mar, 2025 09:06:12 PM	0:03:25		Internal
597057623021			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Mar, 2025 03:42:49 PM	18 Mar, 2025 03:55:00 PM	11 Mar, 2025 09:06:12 PM	0:03:25		Internal
597057623021			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Mar, 2025 03:42:49 PM	18 Mar, 2025 03:55:00 PM	11 Mar, 2025 09:06:12 PM	0:03:25		Internal
597057623021			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Mar, 2025 03:42:49 PM	18 Mar, 2025 03:55:00 PM	11 Mar, 2025 09:06:12 PM	0:03:25		Internal
597057623021			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Mar, 2025 03:42:49 PM	18 Mar, 2025 03:55:00 PM	11 Mar, 2025 09:06:12 PM	0:03:25		Internal
597057623021			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Mar, 2025 03:42:49 PM	18 Mar, 2025 03:55:00 PM	11 Mar, 2025 09:06:12 PM	0:03:25		Internal
597057623021			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Mar, 2025 03:42:49 PM	18 Mar, 2025 03:55:00 PM	11 Mar, 2025 09:06:12 PM	0:03:25		Internal
597057623021			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		18 Mar, 2025 03:42:49 PM	18 Mar, 2025 03:55:00 PM	11 Mar, 2025 09:06:12 PM	0:03:25		Internal
597057623021			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Mar, 2025 03:42:49 PM	18 Mar, 2025 03:55:00 PM	11 Mar, 2025 09:06:12 PM	0:03:25		Internal
597057623021			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Mar, 2025 03:42:49 PM	18 Mar, 2025 03:55:00 PM	11 Mar, 2025 09:06:12 PM	0:03:25		Internal
597057623021			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Mar, 2025 03:42:49 PM	18 Mar, 2025 03:55:00 PM	11 Mar, 2025 09:06:12 PM	0:03:25		Internal
596116295315			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Mar, 2025 03:31:30 PM	18 Mar, 2025 04:09:14 PM	10 Mar, 2025 01:59:47 PM	0:08:49		Internal
596116295315			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Mar, 2025 03:31:30 PM	18 Mar, 2025 04:09:14 PM	10 Mar, 2025 01:59:47 PM	0:08:49		Internal
596116295315			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Mar, 2025 03:31:30 PM	18 Mar, 2025 04:09:14 PM	10 Mar, 2025 01:59:47 PM	0:08:49		Internal
596116295315			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Mar, 2025 03:31:30 PM	18 Mar, 2025 04:09:14 PM	10 Mar, 2025 01:59:47 PM	0:08:49		Internal
596116295315			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Mar, 2025 03:31:30 PM	18 Mar, 2025 04:09:14 PM	10 Mar, 2025 01:59:47 PM	0:08:49		Internal
596116295315			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Mar, 2025 03:31:30 PM	18 Mar, 2025 04:09:14 PM	10 Mar, 2025 01:59:47 PM	0:08:49		Internal
596116295315			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Mar, 2025 03:31:30 PM	18 Mar, 2025 04:09:14 PM	10 Mar, 2025 01:59:47 PM	0:08:49		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596116295315	[redacted]	[redacted]	CTE_Res_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	[redacted]	10 Mar, 2025 03:31:30 PM	18 Mar, 2025 04:09:14 PM	10 Mar, 2025 01:59:47 PM	0:08:49		Internal
596116295315			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Mar, 2025 03:31:30 PM	18 Mar, 2025 04:09:14 PM	10 Mar, 2025 01:59:47 PM	0:08:49		Internal
596116295315			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Mar, 2025 03:31:30 PM	18 Mar, 2025 04:09:14 PM	10 Mar, 2025 01:59:47 PM	0:08:49		Internal
596116295315			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Mar, 2025 03:31:30 PM	18 Mar, 2025 04:09:14 PM	10 Mar, 2025 01:59:47 PM	0:08:49		Internal
596116295315			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Mar, 2025 03:31:30 PM	18 Mar, 2025 04:09:14 PM	10 Mar, 2025 01:59:47 PM	0:08:49		Internal
596116295315			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Mar, 2025 03:31:30 PM	18 Mar, 2025 04:09:14 PM	10 Mar, 2025 01:59:47 PM	0:08:49		Internal
596116295315			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Mar, 2025 03:31:30 PM	18 Mar, 2025 04:09:14 PM	10 Mar, 2025 01:59:47 PM	0:08:49		Internal
596116295315			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Mar, 2025 03:31:30 PM	18 Mar, 2025 04:09:14 PM	10 Mar, 2025 01:59:47 PM	0:08:49		Internal
596116295315			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Mar, 2025 03:31:30 PM	18 Mar, 2025 04:09:14 PM	10 Mar, 2025 01:59:47 PM	0:08:49		Internal
596116295315			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Mar, 2025 03:31:30 PM	18 Mar, 2025 04:09:14 PM	10 Mar, 2025 01:59:47 PM	0:08:49		Internal
596116295315			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Mar, 2025 03:31:30 PM	18 Mar, 2025 04:09:14 PM	10 Mar, 2025 01:59:47 PM	0:08:49		Internal
596116295315			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Mar, 2025 03:31:30 PM	18 Mar, 2025 04:09:14 PM	10 Mar, 2025 01:59:47 PM	0:08:49		Internal
596116295315			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Mar, 2025 03:31:30 PM	18 Mar, 2025 04:09:14 PM	10 Mar, 2025 01:59:47 PM	0:08:49		Internal
596116295315			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Mar, 2025 03:31:30 PM	18 Mar, 2025 04:09:14 PM	10 Mar, 2025 01:59:47 PM	0:08:49		Internal
596116295315			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Mar, 2025 03:31:30 PM	18 Mar, 2025 04:09:14 PM	10 Mar, 2025 01:59:47 PM	0:08:49		Internal
596116295315			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Mar, 2025 03:31:30 PM	18 Mar, 2025 04:09:14 PM	10 Mar, 2025 01:59:47 PM	0:08:49		Internal
596116295315			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Mar, 2025 03:31:30 PM	18 Mar, 2025 04:09:14 PM	10 Mar, 2025 01:59:47 PM	0:08:49		Internal
596116295315			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Mar, 2025 03:31:30 PM	18 Mar, 2025 04:09:14 PM	10 Mar, 2025 01:59:47 PM	0:08:49		Internal
596116295315			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Mar, 2025 03:31:30 PM	18 Mar, 2025 04:09:14 PM	10 Mar, 2025 01:59:47 PM	0:08:49		Internal
596115624194			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Mar, 2025 11:00:42 AM	18 Mar, 2025 04:41:40 PM	05 Mar, 2025 02:11:14 PM	0:04:48		Internal
596115624194			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Mar, 2025 11:00:42 AM	18 Mar, 2025 04:41:40 PM	05 Mar, 2025 02:11:14 PM	0:04:48		Internal
596115624194			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Mar, 2025 11:00:42 AM	18 Mar, 2025 04:41:40 PM	05 Mar, 2025 02:11:14 PM	0:04:48		Internal
596115624194			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Mar, 2025 11:00:42 AM	18 Mar, 2025 04:41:40 PM	05 Mar, 2025 02:11:14 PM	0:04:48		Internal
596115624194			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Mar, 2025 11:00:42 AM	18 Mar, 2025 04:41:40 PM	05 Mar, 2025 02:11:14 PM	0:04:48		Internal
596115624194			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Mar, 2025 11:00:42 AM	18 Mar, 2025 04:41:40 PM	05 Mar, 2025 02:11:14 PM	0:04:48		Internal
596115624194			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Mar, 2025 11:00:42 AM	18 Mar, 2025 04:41:40 PM	05 Mar, 2025 02:11:14 PM	0:04:48		Internal
596115624194			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Mar, 2025 11:00:42 AM	18 Mar, 2025 04:41:40 PM	05 Mar, 2025 02:11:14 PM	0:04:48		Internal
596115624194			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Mar, 2025 11:00:42 AM	18 Mar, 2025 04:41:40 PM	05 Mar, 2025 02:11:14 PM	0:04:48		Internal
596115624194			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Mar, 2025 11:00:42 AM	18 Mar, 2025 04:41:40 PM	05 Mar, 2025 02:11:14 PM	0:04:48		Internal
596115624194			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Mar, 2025 11:00:42 AM	18 Mar, 2025 04:41:40 PM	05 Mar, 2025 02:11:14 PM	0:04:48		Internal
596115624194			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Mar, 2025 11:00:42 AM	18 Mar, 2025 04:41:40 PM	05 Mar, 2025 02:11:14 PM	0:04:48		Internal
596115624194			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Mar, 2025 11:00:42 AM	18 Mar, 2025 04:41:40 PM	05 Mar, 2025 02:11:14 PM	0:04:48		Internal
596115624194			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Mar, 2025 11:00:42 AM	18 Mar, 2025 04:41:40 PM	05 Mar, 2025 02:11:14 PM	0:04:48		Internal
596115624194			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Mar, 2025 11:00:42 AM	18 Mar, 2025 04:41:40 PM	05 Mar, 2025 02:11:14 PM	0:04:48		Internal
596115624194			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Mar, 2025 11:00:42 AM	18 Mar, 2025 04:41:40 PM	05 Mar, 2025 02:11:14 PM	0:04:48		Internal
596115624194			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Mar, 2025 11:00:42 AM	18 Mar, 2025 04:41:40 PM	05 Mar, 2025 02:11:14 PM	0:04:48		Internal
596115624194			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Mar, 2025 11:00:42 AM	18 Mar, 2025 04:41:40 PM	05 Mar, 2025 02:11:14 PM	0:04:48		Internal
596115624194			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Mar, 2025 11:00:42 AM	18 Mar, 2025 04:41:40 PM	05 Mar, 2025 02:11:14 PM	0:04:48		Internal
596115624194			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Mar, 2025 11:00:42 AM	18 Mar, 2025 04:41:40 PM	05 Mar, 2025 02:11:14 PM	0:04:48		Internal
596115624194			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Mar, 2025 11:00:42 AM	18 Mar, 2025 04:41:40 PM	05 Mar, 2025 02:11:14 PM	0:04:48		Internal
596115624194			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Mar, 2025 11:00:42 AM	18 Mar, 2025 04:41:40 PM	05 Mar, 2025 02:11:14 PM	0:04:48		Internal
596115624194			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		07 Mar, 2025 11:00:42 AM	18 Mar, 2025 04:41:40 PM	05 Mar, 2025 02:11:14 PM	0:04:48		Internal
596115624194			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Mar, 2025 11:00:42 AM	18 Mar, 2025 04:41:40 PM	05 Mar, 2025 02:11:14 PM	0:04:48		Internal
596115624194			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Mar, 2025 11:00:42 AM	18 Mar, 2025 04:41:40 PM	05 Mar, 2025 02:11:14 PM	0:04:48		Internal
596115624194			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Mar, 2025 11:00:42 AM	18 Mar, 2025 04:41:40 PM	05 Mar, 2025 02:11:14 PM	0:04:48		Internal
596115705100			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Mar, 2025 03:00:49 AM	18 Mar, 2025 04:45:44 PM	05 Mar, 2025 06:53:34 PM	0:05:15		Internal
596115705100			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Mar, 2025 03:00:49 AM	18 Mar, 2025 04:45:44 PM	05 Mar, 2025 06:53:34 PM	0:05:15		Internal
596115705100			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Mar, 2025 03:00:49 AM	18 Mar, 2025 04:45:44 PM	05 Mar, 2025 06:53:34 PM	0:05:15		Internal
596115705100			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Mar, 2025 03:00:49 AM	18 Mar, 2025 04:45:44 PM	05 Mar, 2025 06:53:34 PM	0:05:15		Internal
596115705100			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Mar, 2025 03:00:49 AM	18 Mar, 2025 04:45:44 PM	05 Mar, 2025 06:53:34 PM	0:05:15		Internal
596115705100			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Mar, 2025 03:00:49 AM	18 Mar, 2025 04:45:44 PM	05 Mar, 2025 06:53:34 PM	0:05:15		Internal
596115705100			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Mar, 2025 03:00:49 AM	18 Mar, 2025 04:45:44 PM	05 Mar, 2025 06:53:34 PM	0:05:15		Internal
596115705100			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Mar, 2025 03:00:49 AM	18 Mar, 2025 04:45:44 PM	05 Mar, 2025 06:53:34 PM	0:05:15		Internal
596115705100			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Mar, 2025 03:00:49 AM	18 Mar, 2025 04:45:44 PM	05 Mar, 2025 06:53:34 PM	0:05:15		Internal
596115705100			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Mar, 2025 03:00:49 AM	18 Mar, 2025 04:45:44 PM	05 Mar, 2025 06:53:34 PM	0:05:15		Internal
596115705100			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Mar, 2025 03:00:49 AM	18 Mar, 2025 04:45:44 PM	05 Mar, 2025 06:53:34 PM	0:05:15		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596115705100	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	[redacted]	07 Mar, 2025 03:00:49 AM	18 Mar, 2025 04:45:44 PM	05 Mar, 2025 06:53:34 PM	0:05:15		Internal
596115705100			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Mar, 2025 03:00:49 AM	18 Mar, 2025 04:45:44 PM	05 Mar, 2025 06:53:34 PM	0:05:15		Internal
596115705100			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Mar, 2025 03:00:49 AM	18 Mar, 2025 04:45:44 PM	05 Mar, 2025 06:53:34 PM	0:05:15		Internal
596115705100			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Mar, 2025 03:00:49 AM	18 Mar, 2025 04:45:44 PM	05 Mar, 2025 06:53:34 PM	0:05:15		Internal
596115705100			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Mar, 2025 03:00:49 AM	18 Mar, 2025 04:45:44 PM	05 Mar, 2025 06:53:34 PM	0:05:15		Internal
596115705100			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Mar, 2025 03:00:49 AM	18 Mar, 2025 04:45:44 PM	05 Mar, 2025 06:53:34 PM	0:05:15		Internal
596115705100			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Mar, 2025 03:00:49 AM	18 Mar, 2025 04:45:44 PM	05 Mar, 2025 06:53:34 PM	0:05:15		Internal
596115705100			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Mar, 2025 03:00:49 AM	18 Mar, 2025 04:45:44 PM	05 Mar, 2025 06:53:34 PM	0:05:15		Internal
596115705100			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Mar, 2025 03:00:49 AM	18 Mar, 2025 04:45:44 PM	05 Mar, 2025 06:53:34 PM	0:05:15		Internal
596115705100			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Mar, 2025 03:00:49 AM	18 Mar, 2025 04:45:44 PM	05 Mar, 2025 06:53:34 PM	0:05:15		Internal
596115705100			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Mar, 2025 03:00:49 AM	18 Mar, 2025 04:45:44 PM	05 Mar, 2025 06:53:34 PM	0:05:15		Internal
596115705100			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		07 Mar, 2025 03:00:49 AM	18 Mar, 2025 04:45:44 PM	05 Mar, 2025 06:53:34 PM	0:05:15		Internal
596115705100			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Mar, 2025 03:00:49 AM	18 Mar, 2025 04:45:44 PM	05 Mar, 2025 06:53:34 PM	0:05:15		Internal
596115705100			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Mar, 2025 03:00:49 AM	18 Mar, 2025 04:45:44 PM	05 Mar, 2025 06:53:34 PM	0:05:15		Internal
596115705100			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Mar, 2025 03:00:49 AM	18 Mar, 2025 04:45:44 PM	05 Mar, 2025 06:53:34 PM	0:05:15		Internal
597058395485			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Mar, 2025 02:54:52 PM	18 Mar, 2025 04:45:50 PM	18 Mar, 2025 01:24:27 PM	0:03:50		Internal
597058395485			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Mar, 2025 02:54:52 PM	18 Mar, 2025 04:45:50 PM	18 Mar, 2025 01:24:27 PM	0:03:50		Internal
597058395485			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Mar, 2025 02:54:52 PM	18 Mar, 2025 04:45:50 PM	18 Mar, 2025 01:24:27 PM	0:03:50		Internal
597058395485			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Mar, 2025 02:54:52 PM	18 Mar, 2025 04:45:50 PM	18 Mar, 2025 01:24:27 PM	0:03:50		Internal
597058395485			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Mar, 2025 02:54:52 PM	18 Mar, 2025 04:45:50 PM	18 Mar, 2025 01:24:27 PM	0:03:50		Internal
597058395485			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Mar, 2025 02:54:52 PM	18 Mar, 2025 04:45:50 PM	18 Mar, 2025 01:24:27 PM	0:03:50		Internal
597058395485			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Mar, 2025 02:54:52 PM	18 Mar, 2025 04:45:50 PM	18 Mar, 2025 01:24:27 PM	0:03:50		Internal
597058395485			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Mar, 2025 02:54:52 PM	18 Mar, 2025 04:45:50 PM	18 Mar, 2025 01:24:27 PM	0:03:50		Internal
597058395485			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Mar, 2025 02:54:52 PM	18 Mar, 2025 04:45:50 PM	18 Mar, 2025 01:24:27 PM	0:03:50		Internal
597058395485			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Mar, 2025 02:54:52 PM	18 Mar, 2025 04:45:50 PM	18 Mar, 2025 01:24:27 PM	0:03:50		Internal
597058395485			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Mar, 2025 02:54:52 PM	18 Mar, 2025 04:45:50 PM	18 Mar, 2025 01:24:27 PM	0:03:50		Internal
597058395485			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Mar, 2025 02:54:52 PM	18 Mar, 2025 04:45:50 PM	18 Mar, 2025 01:24:27 PM	0:03:50		Internal
597058395485			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Mar, 2025 02:54:52 PM	18 Mar, 2025 04:45:50 PM	18 Mar, 2025 01:24:27 PM	0:03:50		Internal
597058395485			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Mar, 2025 02:54:52 PM	18 Mar, 2025 04:45:50 PM	18 Mar, 2025 01:24:27 PM	0:03:50		Internal
597058395485			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Mar, 2025 02:54:52 PM	18 Mar, 2025 04:45:50 PM	18 Mar, 2025 01:24:27 PM	0:03:50		Internal
597058395485			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Mar, 2025 02:54:52 PM	18 Mar, 2025 04:45:50 PM	18 Mar, 2025 01:24:27 PM	0:03:50		Internal
597058395485			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Mar, 2025 02:54:52 PM	18 Mar, 2025 04:45:50 PM	18 Mar, 2025 01:24:27 PM	0:03:50		Internal
597058395485			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Mar, 2025 02:54:52 PM	18 Mar, 2025 04:45:50 PM	18 Mar, 2025 01:24:27 PM	0:03:50		Internal
597058395485			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Mar, 2025 02:54:52 PM	18 Mar, 2025 04:45:50 PM	18 Mar, 2025 01:24:27 PM	0:03:50		Internal
597058395485			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Mar, 2025 02:54:52 PM	18 Mar, 2025 04:45:50 PM	18 Mar, 2025 01:24:27 PM	0:03:50		Internal
597058395485			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Mar, 2025 02:54:52 PM	18 Mar, 2025 04:45:50 PM	18 Mar, 2025 01:24:27 PM	0:03:50		Internal
597058395485			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Mar, 2025 02:54:52 PM	18 Mar, 2025 04:45:50 PM	18 Mar, 2025 01:24:27 PM	0:03:50		Internal
597058395485			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		18 Mar, 2025 02:54:52 PM	18 Mar, 2025 04:45:50 PM	18 Mar, 2025 01:24:27 PM	0:03:50		Internal
597058395485			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Mar, 2025 02:54:52 PM	18 Mar, 2025 04:45:50 PM	18 Mar, 2025 01:24:27 PM	0:03:50		Internal
597058395485			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Mar, 2025 02:54:52 PM	18 Mar, 2025 04:45:50 PM	18 Mar, 2025 01:24:27 PM	0:03:50		Internal
597058395485			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Mar, 2025 02:54:52 PM	18 Mar, 2025 04:45:50 PM	18 Mar, 2025 01:24:27 PM	0:03:50		Internal
596116456124			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Mar, 2025 11:01:02 AM	18 Mar, 2025 04:54:52 PM	10 Mar, 2025 10:04:30 PM	0:03:18		Internal
596116456124			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Mar, 2025 11:01:02 AM	18 Mar, 2025 04:54:52 PM	10 Mar, 2025 10:04:30 PM	0:03:18		Internal
596116456124			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Mar, 2025 11:01:02 AM	18 Mar, 2025 04:54:52 PM	10 Mar, 2025 10:04:30 PM	0:03:18		Internal
596116456124			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Mar, 2025 11:01:02 AM	18 Mar, 2025 04:54:52 PM	10 Mar, 2025 10:04:30 PM	0:03:18		Internal
596116456124			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Mar, 2025 11:01:02 AM	18 Mar, 2025 04:54:52 PM	10 Mar, 2025 10:04:30 PM	0:03:18		Internal
596116456124			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Mar, 2025 11:01:02 AM	18 Mar, 2025 04:54:52 PM	10 Mar, 2025 10:04:30 PM	0:03:18		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596116456124	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	11 Mar, 2025 11:01:02 AM	18 Mar, 2025 04:54:52 PM	10 Mar, 2025 10:04:30 PM	0:03:18		Internal
596116456124			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Mar, 2025 11:01:02 AM	18 Mar, 2025 04:54:52 PM	10 Mar, 2025 10:04:30 PM	0:03:18		Internal
596116456124			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Mar, 2025 11:01:02 AM	18 Mar, 2025 04:54:52 PM	10 Mar, 2025 10:04:30 PM	0:03:18		Internal
596116456124			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Mar, 2025 11:01:02 AM	18 Mar, 2025 04:54:52 PM	10 Mar, 2025 10:04:30 PM	0:03:18		Internal
596116456124			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Mar, 2025 11:01:02 AM	18 Mar, 2025 04:54:52 PM	10 Mar, 2025 10:04:30 PM	0:03:18		Internal
596116456124			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Mar, 2025 11:01:02 AM	18 Mar, 2025 04:54:52 PM	10 Mar, 2025 10:04:30 PM	0:03:18		Internal
596116456124			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Mar, 2025 11:01:02 AM	18 Mar, 2025 04:54:52 PM	10 Mar, 2025 10:04:30 PM	0:03:18		Internal
596116456124			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Mar, 2025 11:01:02 AM	18 Mar, 2025 04:54:52 PM	10 Mar, 2025 10:04:30 PM	0:03:18		Internal
596116456124			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Mar, 2025 11:01:02 AM	18 Mar, 2025 04:54:52 PM	10 Mar, 2025 10:04:30 PM	0:03:18		Internal
596116456124			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Mar, 2025 11:01:02 AM	18 Mar, 2025 04:54:52 PM	10 Mar, 2025 10:04:30 PM	0:03:18		Internal
596116456124			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Mar, 2025 11:01:02 AM	18 Mar, 2025 04:54:52 PM	10 Mar, 2025 10:04:30 PM	0:03:18		Internal
596116456124			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Mar, 2025 11:01:02 AM	18 Mar, 2025 04:54:52 PM	10 Mar, 2025 10:04:30 PM	0:03:18		Internal
596116456124			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Mar, 2025 11:01:02 AM	18 Mar, 2025 04:54:52 PM	10 Mar, 2025 10:04:30 PM	0:03:18		Internal
596116456124			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Mar, 2025 11:01:02 AM	18 Mar, 2025 04:54:52 PM	10 Mar, 2025 10:04:30 PM	0:03:18		Internal
596116456124			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Mar, 2025 11:01:02 AM	18 Mar, 2025 04:54:52 PM	10 Mar, 2025 10:04:30 PM	0:03:18		Internal
596116456124			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Mar, 2025 11:01:02 AM	18 Mar, 2025 04:54:52 PM	10 Mar, 2025 10:04:30 PM	0:03:18		Internal
596116456124			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		11 Mar, 2025 11:01:02 AM	18 Mar, 2025 04:54:52 PM	10 Mar, 2025 10:04:30 PM	0:03:18		Internal
596116456124			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Mar, 2025 11:01:02 AM	18 Mar, 2025 04:54:52 PM	10 Mar, 2025 10:04:30 PM	0:03:18		Internal
596116456124			CTE_Res_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Mar, 2025 11:01:02 AM	18 Mar, 2025 04:54:52 PM	10 Mar, 2025 10:04:30 PM	0:03:18		Internal
596116456124			CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Mar, 2025 11:01:02 AM	18 Mar, 2025 04:54:52 PM	10 Mar, 2025 10:04:30 PM	0:03:18		Internal
596115546749			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Mar, 2025 03:52:47 PM	18 Mar, 2025 05:02:20 PM	04 Mar, 2025 08:23:59 PM	0:04:12		Internal
596115546749			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Mar, 2025 03:52:47 PM	18 Mar, 2025 05:02:20 PM	04 Mar, 2025 08:23:59 PM	0:04:12		Internal
596115546749			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Mar, 2025 03:52:47 PM	18 Mar, 2025 05:02:20 PM	04 Mar, 2025 08:23:59 PM	0:04:12		Internal
596115546749			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Mar, 2025 03:52:47 PM	18 Mar, 2025 05:02:20 PM	04 Mar, 2025 08:23:59 PM	0:04:12		Internal
596115546749			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Mar, 2025 03:52:47 PM	18 Mar, 2025 05:02:20 PM	04 Mar, 2025 08:23:59 PM	0:04:12		Internal
596115546749			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Mar, 2025 03:52:47 PM	18 Mar, 2025 05:02:20 PM	04 Mar, 2025 08:23:59 PM	0:04:12		Internal
596115546749			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Mar, 2025 03:52:47 PM	18 Mar, 2025 05:02:20 PM	04 Mar, 2025 08:23:59 PM	0:04:12		Internal
596115546749			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Mar, 2025 03:52:47 PM	18 Mar, 2025 05:02:20 PM	04 Mar, 2025 08:23:59 PM	0:04:12		Internal
596115546749			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Mar, 2025 03:52:47 PM	18 Mar, 2025 05:02:20 PM	04 Mar, 2025 08:23:59 PM	0:04:12		Internal
596115546749			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Mar, 2025 03:52:47 PM	18 Mar, 2025 05:02:20 PM	04 Mar, 2025 08:23:59 PM	0:04:12		Internal
596115546749			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Mar, 2025 03:52:47 PM	18 Mar, 2025 05:02:20 PM	04 Mar, 2025 08:23:59 PM	0:04:12		Internal
596115546749			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Mar, 2025 03:52:47 PM	18 Mar, 2025 05:02:20 PM	04 Mar, 2025 08:23:59 PM	0:04:12		Internal
596115546749			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Mar, 2025 03:52:47 PM	18 Mar, 2025 05:02:20 PM	04 Mar, 2025 08:23:59 PM	0:04:12		Internal
596115546749			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Mar, 2025 03:52:47 PM	18 Mar, 2025 05:02:20 PM	04 Mar, 2025 08:23:59 PM	0:04:12		Internal
596115546749			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Mar, 2025 03:52:47 PM	18 Mar, 2025 05:02:20 PM	04 Mar, 2025 08:23:59 PM	0:04:12		Internal
596115546749			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Mar, 2025 03:52:47 PM	18 Mar, 2025 05:02:20 PM	04 Mar, 2025 08:23:59 PM	0:04:12		Internal
596115546749			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Mar, 2025 03:52:47 PM	18 Mar, 2025 05:02:20 PM	04 Mar, 2025 08:23:59 PM	0:04:12		Internal
596115546749			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Mar, 2025 03:52:47 PM	18 Mar, 2025 05:02:20 PM	04 Mar, 2025 08:23:59 PM	0:04:12		Internal
596115546749			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Mar, 2025 03:52:47 PM	18 Mar, 2025 05:02:20 PM	04 Mar, 2025 08:23:59 PM	0:04:12		Internal
596115546749			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Mar, 2025 03:52:47 PM	18 Mar, 2025 05:02:20 PM	04 Mar, 2025 08:23:59 PM	0:04:12		Internal
596115546749			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Mar, 2025 03:52:47 PM	18 Mar, 2025 05:02:20 PM	04 Mar, 2025 08:23:59 PM	0:04:12		Internal
596115546749			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Mar, 2025 03:52:47 PM	18 Mar, 2025 05:02:20 PM	04 Mar, 2025 08:23:59 PM	0:04:12		Internal
596115546749			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		18 Mar, 2025 03:52:47 PM	18 Mar, 2025 05:02:20 PM	04 Mar, 2025 08:23:59 PM	0:04:12		Internal
596115546749			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Mar, 2025 03:52:47 PM	18 Mar, 2025 05:02:20 PM	04 Mar, 2025 08:23:59 PM	0:04:12		Internal
596115546749			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Mar, 2025 03:52:47 PM	18 Mar, 2025 05:02:20 PM	04 Mar, 2025 08:23:59 PM	0:04:12		Internal
596115546749			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Mar, 2025 03:52:47 PM	18 Mar, 2025 05:02:20 PM	04 Mar, 2025 08:23:59 PM	0:04:12		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597058222260			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Mar, 2025 05:17:25 PM	18 Mar, 2025 05:21:54 PM	17 Mar, 2025 01:47:52 PM	0:03:09		Internal
597058222260			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Mar, 2025 05:17:25 PM	18 Mar, 2025 05:21:54 PM	17 Mar, 2025 01:47:52 PM	0:03:09		Internal
597058222260			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Mar, 2025 05:17:25 PM	18 Mar, 2025 05:21:54 PM	17 Mar, 2025 01:47:52 PM	0:03:09		Internal
597058222260			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Mar, 2025 05:17:25 PM	18 Mar, 2025 05:21:54 PM	17 Mar, 2025 01:47:52 PM	0:03:09		Internal
597058222260			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Mar, 2025 05:17:25 PM	18 Mar, 2025 05:21:54 PM	17 Mar, 2025 01:47:52 PM	0:03:09		Internal
597058222260			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Mar, 2025 05:17:25 PM	18 Mar, 2025 05:21:54 PM	17 Mar, 2025 01:47:52 PM	0:03:09		Internal
597058222260			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Mar, 2025 05:17:25 PM	18 Mar, 2025 05:21:54 PM	17 Mar, 2025 01:47:52 PM	0:03:09		Internal
597058222260			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Mar, 2025 05:17:25 PM	18 Mar, 2025 05:21:54 PM	17 Mar, 2025 01:47:52 PM	0:03:09		Internal
597058222260			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Mar, 2025 05:17:25 PM	18 Mar, 2025 05:21:54 PM	17 Mar, 2025 01:47:52 PM	0:03:09		Internal
597058222260			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Mar, 2025 05:17:25 PM	18 Mar, 2025 05:21:54 PM	17 Mar, 2025 01:47:52 PM	0:03:09		Internal
597058222260			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Mar, 2025 05:17:25 PM	18 Mar, 2025 05:21:54 PM	17 Mar, 2025 01:47:52 PM	0:03:09		Internal
597058222260			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Mar, 2025 05:17:25 PM	18 Mar, 2025 05:21:54 PM	17 Mar, 2025 01:47:52 PM	0:03:09		Internal
597058222260			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Mar, 2025 05:17:25 PM	18 Mar, 2025 05:21:54 PM	17 Mar, 2025 01:47:52 PM	0:03:09		Internal
597058222260			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Mar, 2025 05:17:25 PM	18 Mar, 2025 05:21:54 PM	17 Mar, 2025 01:47:52 PM	0:03:09		Internal
597058222260			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Mar, 2025 05:17:25 PM	18 Mar, 2025 05:21:54 PM	17 Mar, 2025 01:47:52 PM	0:03:09		Internal
597058222260			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Mar, 2025 05:17:25 PM	18 Mar, 2025 05:21:54 PM	17 Mar, 2025 01:47:52 PM	0:03:09		Internal
597058222260			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Mar, 2025 05:17:25 PM	18 Mar, 2025 05:21:54 PM	17 Mar, 2025 01:47:52 PM	0:03:09		Internal
597058222260			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Mar, 2025 05:17:25 PM	18 Mar, 2025 05:21:54 PM	17 Mar, 2025 01:47:52 PM	0:03:09		Internal
597058222260			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Mar, 2025 05:17:25 PM	18 Mar, 2025 05:21:54 PM	17 Mar, 2025 01:47:52 PM	0:03:09		Internal
597058222260			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Mar, 2025 05:17:25 PM	18 Mar, 2025 05:21:54 PM	17 Mar, 2025 01:47:52 PM	0:03:09		Internal
597058222260			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Mar, 2025 05:17:25 PM	18 Mar, 2025 05:21:54 PM	17 Mar, 2025 01:47:52 PM	0:03:09		Internal
597058222260			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Mar, 2025 05:17:25 PM	18 Mar, 2025 05:21:54 PM	17 Mar, 2025 01:47:52 PM	0:03:09		Internal
597058222260			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		18 Mar, 2025 05:17:25 PM	18 Mar, 2025 05:21:54 PM	17 Mar, 2025 01:47:52 PM	0:03:09		Internal
597058222260			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Mar, 2025 05:17:25 PM	18 Mar, 2025 05:21:54 PM	17 Mar, 2025 01:47:52 PM	0:03:09		Internal
597058222260			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Mar, 2025 05:17:25 PM	18 Mar, 2025 05:21:54 PM	17 Mar, 2025 01:47:52 PM	0:03:09		Internal
597058222260			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Mar, 2025 05:17:25 PM	18 Mar, 2025 05:21:54 PM	17 Mar, 2025 01:47:52 PM	0:03:09		Internal
597058182935			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Mar, 2025 10:31:13 PM	18 Mar, 2025 05:23:10 PM	16 Mar, 2025 10:25:06 PM	0:03:31		Internal
597058182935			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Mar, 2025 10:31:13 PM	18 Mar, 2025 05:23:10 PM	16 Mar, 2025 10:25:06 PM	0:03:31		Internal
597058182935			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Mar, 2025 10:31:13 PM	18 Mar, 2025 05:23:10 PM	16 Mar, 2025 10:25:06 PM	0:03:31		Internal
597058182935			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Mar, 2025 10:31:13 PM	18 Mar, 2025 05:23:10 PM	16 Mar, 2025 10:25:06 PM	0:03:31		Internal
597058182935			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Mar, 2025 10:31:13 PM	18 Mar, 2025 05:23:10 PM	16 Mar, 2025 10:25:06 PM	0:03:31		Internal
597058182935			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Mar, 2025 10:31:13 PM	18 Mar, 2025 05:23:10 PM	16 Mar, 2025 10:25:06 PM	0:03:31		Internal
597058182935			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Mar, 2025 10:31:13 PM	18 Mar, 2025 05:23:10 PM	16 Mar, 2025 10:25:06 PM	0:03:31		Internal
597058182935			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Mar, 2025 10:31:13 PM	18 Mar, 2025 05:23:10 PM	16 Mar, 2025 10:25:06 PM	0:03:31		Internal
597058182935			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Mar, 2025 10:31:13 PM	18 Mar, 2025 05:23:10 PM	16 Mar, 2025 10:25:06 PM	0:03:31		Internal
597058182935			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Mar, 2025 10:31:13 PM	18 Mar, 2025 05:23:10 PM	16 Mar, 2025 10:25:06 PM	0:03:31		Internal
597058182935			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Mar, 2025 10:31:13 PM	18 Mar, 2025 05:23:10 PM	16 Mar, 2025 10:25:06 PM	0:03:31		Internal
597058182935			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Mar, 2025 10:31:13 PM	18 Mar, 2025 05:23:10 PM	16 Mar, 2025 10:25:06 PM	0:03:31		Internal
597058182935			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Mar, 2025 10:31:13 PM	18 Mar, 2025 05:23:10 PM	16 Mar, 2025 10:25:06 PM	0:03:31		Internal
597058182935			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Mar, 2025 10:31:13 PM	18 Mar, 2025 05:23:10 PM	16 Mar, 2025 10:25:06 PM	0:03:31		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597058182935	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	16 Mar, 2025 10:31:13 PM	18 Mar, 2025 05:23:10 PM	16 Mar, 2025 10:25:06 PM	0:03:31		Internal
597058182935			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Mar, 2025 10:31:13 PM	18 Mar, 2025 05:23:10 PM	16 Mar, 2025 10:25:06 PM	0:03:31		Internal
597058182935			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Mar, 2025 10:31:13 PM	18 Mar, 2025 05:23:10 PM	16 Mar, 2025 10:25:06 PM	0:03:31		Internal
597058182935			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Mar, 2025 10:31:13 PM	18 Mar, 2025 05:23:10 PM	16 Mar, 2025 10:25:06 PM	0:03:31		Internal
597058182935			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Mar, 2025 10:31:13 PM	18 Mar, 2025 05:23:10 PM	16 Mar, 2025 10:25:06 PM	0:03:31		Internal
597058182935			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Mar, 2025 10:31:13 PM	18 Mar, 2025 05:23:10 PM	16 Mar, 2025 10:25:06 PM	0:03:31		Internal
597058182935			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Mar, 2025 10:31:13 PM	18 Mar, 2025 05:23:10 PM	16 Mar, 2025 10:25:06 PM	0:03:31		Internal
597058182935			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Mar, 2025 10:31:13 PM	18 Mar, 2025 05:23:10 PM	16 Mar, 2025 10:25:06 PM	0:03:31		Internal
597058182935			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		16 Mar, 2025 10:31:13 PM	18 Mar, 2025 05:23:10 PM	16 Mar, 2025 10:25:06 PM	0:03:31		Internal
597058182935			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Mar, 2025 10:31:13 PM	18 Mar, 2025 05:23:10 PM	16 Mar, 2025 10:25:06 PM	0:03:31		Internal
597058182935			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Mar, 2025 10:31:13 PM	18 Mar, 2025 05:23:10 PM	16 Mar, 2025 10:25:06 PM	0:03:31		Internal
597058182935			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Mar, 2025 10:31:13 PM	18 Mar, 2025 05:23:10 PM	16 Mar, 2025 10:25:06 PM	0:03:31		Internal
597058239405			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Mar, 2025 04:01:50 PM	18 Mar, 2025 05:52:36 PM	17 Mar, 2025 02:56:45 PM	0:03:44		Internal
597058239405			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Mar, 2025 04:01:50 PM	18 Mar, 2025 05:52:36 PM	17 Mar, 2025 02:56:45 PM	0:03:44		Internal
597058239405			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Mar, 2025 04:01:50 PM	18 Mar, 2025 05:52:36 PM	17 Mar, 2025 02:56:45 PM	0:03:44		Internal
597058239405			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Mar, 2025 04:01:50 PM	18 Mar, 2025 05:52:36 PM	17 Mar, 2025 02:56:45 PM	0:03:44		Internal
597058239405			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Mar, 2025 04:01:50 PM	18 Mar, 2025 05:52:36 PM	17 Mar, 2025 02:56:45 PM	0:03:44		Internal
597058239405			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Mar, 2025 04:01:50 PM	18 Mar, 2025 05:52:36 PM	17 Mar, 2025 02:56:45 PM	0:03:44		Internal
597058239405			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Mar, 2025 04:01:50 PM	18 Mar, 2025 05:52:36 PM	17 Mar, 2025 02:56:45 PM	0:03:44		Internal
597058239405			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Mar, 2025 04:01:50 PM	18 Mar, 2025 05:52:36 PM	17 Mar, 2025 02:56:45 PM	0:03:44		Internal
597058239405			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Mar, 2025 04:01:50 PM	18 Mar, 2025 05:52:36 PM	17 Mar, 2025 02:56:45 PM	0:03:44		Internal
597058239405			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Mar, 2025 04:01:50 PM	18 Mar, 2025 05:52:36 PM	17 Mar, 2025 02:56:45 PM	0:03:44		Internal
597058239405			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Mar, 2025 04:01:50 PM	18 Mar, 2025 05:52:36 PM	17 Mar, 2025 02:56:45 PM	0:03:44		Internal
597058239405			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Mar, 2025 04:01:50 PM	18 Mar, 2025 05:52:36 PM	17 Mar, 2025 02:56:45 PM	0:03:44		Internal
597058239405			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Mar, 2025 04:01:50 PM	18 Mar, 2025 05:52:36 PM	17 Mar, 2025 02:56:45 PM	0:03:44		Internal
597058239405			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Mar, 2025 04:01:50 PM	18 Mar, 2025 05:52:36 PM	17 Mar, 2025 02:56:45 PM	0:03:44		Internal
597058239405			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Mar, 2025 04:01:50 PM	18 Mar, 2025 05:52:36 PM	17 Mar, 2025 02:56:45 PM	0:03:44		Internal
597058239405			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Mar, 2025 04:01:50 PM	18 Mar, 2025 05:52:36 PM	17 Mar, 2025 02:56:45 PM	0:03:44		Internal
597058239405			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Mar, 2025 04:01:50 PM	18 Mar, 2025 05:52:36 PM	17 Mar, 2025 02:56:45 PM	0:03:44		Internal
597058239405			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Mar, 2025 04:01:50 PM	18 Mar, 2025 05:52:36 PM	17 Mar, 2025 02:56:45 PM	0:03:44		Internal
597058239405			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Mar, 2025 04:01:50 PM	18 Mar, 2025 05:52:36 PM	17 Mar, 2025 02:56:45 PM	0:03:44		Internal
597058239405			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Mar, 2025 04:01:50 PM	18 Mar, 2025 05:52:36 PM	17 Mar, 2025 02:56:45 PM	0:03:44		Internal
597058239405			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Mar, 2025 04:01:50 PM	18 Mar, 2025 05:52:36 PM	17 Mar, 2025 02:56:45 PM	0:03:44		Internal
597058239405			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Mar, 2025 04:01:50 PM	18 Mar, 2025 05:52:36 PM	17 Mar, 2025 02:56:45 PM	0:03:44		Internal
597058239405			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		17 Mar, 2025 04:01:50 PM	18 Mar, 2025 05:52:36 PM	17 Mar, 2025 02:56:45 PM	0:03:44		Internal
597058239405			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Mar, 2025 04:01:50 PM	18 Mar, 2025 05:52:36 PM	17 Mar, 2025 02:56:45 PM	0:03:44		Internal
597058239405			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Mar, 2025 04:01:50 PM	18 Mar, 2025 05:52:36 PM	17 Mar, 2025 02:56:45 PM	0:03:44		Internal
597058239405			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Mar, 2025 04:01:50 PM	18 Mar, 2025 05:52:36 PM	17 Mar, 2025 02:56:45 PM	0:03:44		Internal
597057626699			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Mar, 2025 06:55:21 PM	18 Mar, 2025 07:02:01 PM	11 Mar, 2025 09:27:21 PM	0:03:04		Internal
597057626699			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Mar, 2025 06:55:21 PM	18 Mar, 2025 07:02:01 PM	11 Mar, 2025 09:27:21 PM	0:03:04		Internal
597057626699			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Mar, 2025 06:55:21 PM	18 Mar, 2025 07:02:01 PM	11 Mar, 2025 09:27:21 PM	0:03:04		Internal
597057626699			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Mar, 2025 06:55:21 PM	18 Mar, 2025 07:02:01 PM	11 Mar, 2025 09:27:21 PM	0:03:04		Internal
597057626699			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Mar, 2025 06:55:21 PM	18 Mar, 2025 07:02:01 PM	11 Mar, 2025 09:27:21 PM	0:03:04		Internal

Master Contact		Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597057626699	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	[redacted]	18 Mar, 2025 06:55:21 PM	18 Mar, 2025 07:02:01 PM	11 Mar, 2025 09:27:21 PM	0:03:04		Internal
597057626699		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Mar, 2025 06:55:21 PM	18 Mar, 2025 07:02:01 PM	11 Mar, 2025 09:27:21 PM	0:03:04		Internal
597057626699		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Mar, 2025 06:55:21 PM	18 Mar, 2025 07:02:01 PM	11 Mar, 2025 09:27:21 PM	0:03:04		Internal
597057626699		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Mar, 2025 06:55:21 PM	18 Mar, 2025 07:02:01 PM	11 Mar, 2025 09:27:21 PM	0:03:04		Internal
597057626699		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Mar, 2025 06:55:21 PM	18 Mar, 2025 07:02:01 PM	11 Mar, 2025 09:27:21 PM	0:03:04		Internal
597057626699		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Mar, 2025 06:55:21 PM	18 Mar, 2025 07:02:01 PM	11 Mar, 2025 09:27:21 PM	0:03:04		Internal
597057626699		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Mar, 2025 06:55:21 PM	18 Mar, 2025 07:02:01 PM	11 Mar, 2025 09:27:21 PM	0:03:04		Internal
597057626699		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Mar, 2025 06:55:21 PM	18 Mar, 2025 07:02:01 PM	11 Mar, 2025 09:27:21 PM	0:03:04		Internal
597057626699		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Mar, 2025 06:55:21 PM	18 Mar, 2025 07:02:01 PM	11 Mar, 2025 09:27:21 PM	0:03:04		Internal
597057626699		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Mar, 2025 06:55:21 PM	18 Mar, 2025 07:02:01 PM	11 Mar, 2025 09:27:21 PM	0:03:04		Internal
597057626699		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Mar, 2025 06:55:21 PM	18 Mar, 2025 07:02:01 PM	11 Mar, 2025 09:27:21 PM	0:03:04		Internal
597057626699		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Mar, 2025 06:55:21 PM	18 Mar, 2025 07:02:01 PM	11 Mar, 2025 09:27:21 PM	0:03:04		Internal
597057626699		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Mar, 2025 06:55:21 PM	18 Mar, 2025 07:02:01 PM	11 Mar, 2025 09:27:21 PM	0:03:04		Internal
597057626699		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Mar, 2025 06:55:21 PM	18 Mar, 2025 07:02:01 PM	11 Mar, 2025 09:27:21 PM	0:03:04		Internal
597057626699		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Mar, 2025 06:55:21 PM	18 Mar, 2025 07:02:01 PM	11 Mar, 2025 09:27:21 PM	0:03:04		Internal
597057626699		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Mar, 2025 06:55:21 PM	18 Mar, 2025 07:02:01 PM	11 Mar, 2025 09:27:21 PM	0:03:04		Internal
597057626699		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Mar, 2025 06:55:21 PM	18 Mar, 2025 07:02:01 PM	11 Mar, 2025 09:27:21 PM	0:03:04		Internal
597057626699		CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		18 Mar, 2025 06:55:21 PM	18 Mar, 2025 07:02:01 PM	11 Mar, 2025 09:27:21 PM	0:03:04		Internal
597057626699		CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Mar, 2025 06:55:21 PM	18 Mar, 2025 07:02:01 PM	11 Mar, 2025 09:27:21 PM	0:03:04		Internal
597057626699		CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Mar, 2025 06:55:21 PM	18 Mar, 2025 07:02:01 PM	11 Mar, 2025 09:27:21 PM	0:03:04		Internal
597057626699		CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Mar, 2025 06:55:21 PM	18 Mar, 2025 07:02:01 PM	11 Mar, 2025 09:27:21 PM	0:03:04		Internal
596116428579		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Mar, 2025 07:03:43 PM	18 Mar, 2025 07:18:28 PM	10 Mar, 2025 08:22:05 PM	0:03:57		Internal
596116428579		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Mar, 2025 07:03:43 PM	18 Mar, 2025 07:18:28 PM	10 Mar, 2025 08:22:05 PM	0:03:57		Internal
596116428579		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Mar, 2025 07:03:43 PM	18 Mar, 2025 07:18:28 PM	10 Mar, 2025 08:22:05 PM	0:03:57		Internal
596116428579		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Mar, 2025 07:03:43 PM	18 Mar, 2025 07:18:28 PM	10 Mar, 2025 08:22:05 PM	0:03:57		Internal
596116428579		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Mar, 2025 07:03:43 PM	18 Mar, 2025 07:18:28 PM	10 Mar, 2025 08:22:05 PM	0:03:57		Internal
596116428579		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Mar, 2025 07:03:43 PM	18 Mar, 2025 07:18:28 PM	10 Mar, 2025 08:22:05 PM	0:03:57		Internal
596116428579		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Mar, 2025 07:03:43 PM	18 Mar, 2025 07:18:28 PM	10 Mar, 2025 08:22:05 PM	0:03:57		Internal
596116428579		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Mar, 2025 07:03:43 PM	18 Mar, 2025 07:18:28 PM	10 Mar, 2025 08:22:05 PM	0:03:57		Internal
596116428579		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Mar, 2025 07:03:43 PM	18 Mar, 2025 07:18:28 PM	10 Mar, 2025 08:22:05 PM	0:03:57		Internal
596116428579		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Mar, 2025 07:03:43 PM	18 Mar, 2025 07:18:28 PM	10 Mar, 2025 08:22:05 PM	0:03:57		Internal
596116428579		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Mar, 2025 07:03:43 PM	18 Mar, 2025 07:18:28 PM	10 Mar, 2025 08:22:05 PM	0:03:57		Internal
596116428579		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Mar, 2025 07:03:43 PM	18 Mar, 2025 07:18:28 PM	10 Mar, 2025 08:22:05 PM	0:03:57		Internal
596116428579		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Mar, 2025 07:03:43 PM	18 Mar, 2025 07:18:28 PM	10 Mar, 2025 08:22:05 PM	0:03:57		Internal
596116428579		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Mar, 2025 07:03:43 PM	18 Mar, 2025 07:18:28 PM	10 Mar, 2025 08:22:05 PM	0:03:57		Internal
596116428579		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Mar, 2025 07:03:43 PM	18 Mar, 2025 07:18:28 PM	10 Mar, 2025 08:22:05 PM	0:03:57		Internal
596116428579		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Mar, 2025 07:03:43 PM	18 Mar, 2025 07:18:28 PM	10 Mar, 2025 08:22:05 PM	0:03:57		Internal
596116428579		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Mar, 2025 07:03:43 PM	18 Mar, 2025 07:18:28 PM	10 Mar, 2025 08:22:05 PM	0:03:57		Internal
596116428579		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Mar, 2025 07:03:43 PM	18 Mar, 2025 07:18:28 PM	10 Mar, 2025 08:22:05 PM	0:03:57		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596116428579	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	18 Mar, 2025 07:03:43 PM	18 Mar, 2025 07:18:28 PM	10 Mar, 2025 08:22:05 PM	0:03:57		Internal
596116428579			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Mar, 2025 07:03:43 PM	18 Mar, 2025 07:18:28 PM	10 Mar, 2025 08:22:05 PM	0:03:57		Internal
596116428579			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Mar, 2025 07:03:43 PM	18 Mar, 2025 07:18:28 PM	10 Mar, 2025 08:22:05 PM	0:03:57		Internal
596116428579			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Mar, 2025 07:03:43 PM	18 Mar, 2025 07:18:28 PM	10 Mar, 2025 08:22:05 PM	0:03:57		Internal
596116428579			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		18 Mar, 2025 07:03:43 PM	18 Mar, 2025 07:18:28 PM	10 Mar, 2025 08:22:05 PM	0:03:57		Internal
596116428579			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Mar, 2025 07:03:43 PM	18 Mar, 2025 07:18:28 PM	10 Mar, 2025 08:22:05 PM	0:03:57		Internal
596116428579			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Mar, 2025 07:03:43 PM	18 Mar, 2025 07:18:28 PM	10 Mar, 2025 08:22:05 PM	0:03:57		Internal
596116428579			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Mar, 2025 07:03:43 PM	18 Mar, 2025 07:18:28 PM	10 Mar, 2025 08:22:05 PM	0:03:57		Internal
597058336022			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Mar, 2025 07:24:57 PM	18 Mar, 2025 07:39:26 PM	17 Mar, 2025 09:02:22 PM	0:04:18		Internal
597058336022			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Mar, 2025 07:24:57 PM	18 Mar, 2025 07:39:26 PM	17 Mar, 2025 09:02:22 PM	0:04:18		Internal
597058336022			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Mar, 2025 07:24:57 PM	18 Mar, 2025 07:39:26 PM	17 Mar, 2025 09:02:22 PM	0:04:18		Internal
597058336022			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Mar, 2025 07:24:57 PM	18 Mar, 2025 07:39:26 PM	17 Mar, 2025 09:02:22 PM	0:04:18		Internal
597058336022			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Mar, 2025 07:24:57 PM	18 Mar, 2025 07:39:26 PM	17 Mar, 2025 09:02:22 PM	0:04:18		Internal
597058336022			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Mar, 2025 07:24:57 PM	18 Mar, 2025 07:39:26 PM	17 Mar, 2025 09:02:22 PM	0:04:18		Internal
597058336022			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Mar, 2025 07:24:57 PM	18 Mar, 2025 07:39:26 PM	17 Mar, 2025 09:02:22 PM	0:04:18		Internal
597058336022			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Mar, 2025 07:24:57 PM	18 Mar, 2025 07:39:26 PM	17 Mar, 2025 09:02:22 PM	0:04:18		Internal
597058336022			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Mar, 2025 07:24:57 PM	18 Mar, 2025 07:39:26 PM	17 Mar, 2025 09:02:22 PM	0:04:18		Internal
597058336022			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Mar, 2025 07:24:57 PM	18 Mar, 2025 07:39:26 PM	17 Mar, 2025 09:02:22 PM	0:04:18		Internal
597058336022			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Mar, 2025 07:24:57 PM	18 Mar, 2025 07:39:26 PM	17 Mar, 2025 09:02:22 PM	0:04:18		Internal
597058336022			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Mar, 2025 07:24:57 PM	18 Mar, 2025 07:39:26 PM	17 Mar, 2025 09:02:22 PM	0:04:18		Internal
597058336022			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Mar, 2025 07:24:57 PM	18 Mar, 2025 07:39:26 PM	17 Mar, 2025 09:02:22 PM	0:04:18		Internal
597058336022			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Mar, 2025 07:24:57 PM	18 Mar, 2025 07:39:26 PM	17 Mar, 2025 09:02:22 PM	0:04:18		Internal
597058336022			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Mar, 2025 07:24:57 PM	18 Mar, 2025 07:39:26 PM	17 Mar, 2025 09:02:22 PM	0:04:18		Internal
597058336022			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Mar, 2025 07:24:57 PM	18 Mar, 2025 07:39:26 PM	17 Mar, 2025 09:02:22 PM	0:04:18		Internal
597058336022			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Mar, 2025 07:24:57 PM	18 Mar, 2025 07:39:26 PM	17 Mar, 2025 09:02:22 PM	0:04:18		Internal
597058336022			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Mar, 2025 07:24:57 PM	18 Mar, 2025 07:39:26 PM	17 Mar, 2025 09:02:22 PM	0:04:18		Internal
597058336022			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Mar, 2025 07:24:57 PM	18 Mar, 2025 07:39:26 PM	17 Mar, 2025 09:02:22 PM	0:04:18		Internal
597058336022			CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Mar, 2025 07:24:57 PM	18 Mar, 2025 07:39:26 PM	17 Mar, 2025 09:02:22 PM	0:04:18		Internal
597058336022			CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Mar, 2025 07:24:57 PM	18 Mar, 2025 07:39:26 PM	17 Mar, 2025 09:02:22 PM	0:04:18		Internal
597058336022			CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Mar, 2025 07:24:57 PM	18 Mar, 2025 07:39:26 PM	17 Mar, 2025 09:02:22 PM	0:04:18		Internal
597058336022			CTE_Bus_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		18 Mar, 2025 07:24:57 PM	18 Mar, 2025 07:39:26 PM	17 Mar, 2025 09:02:22 PM	0:04:18		Internal
597058336022			CTE_Bus_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Mar, 2025 07:24:57 PM	18 Mar, 2025 07:39:26 PM	17 Mar, 2025 09:02:22 PM	0:04:18		Internal
597058336022			CTE_Bus_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Mar, 2025 07:24:57 PM	18 Mar, 2025 07:39:26 PM	17 Mar, 2025 09:02:22 PM	0:04:18		Internal
597058336022			CTE_Bus_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Mar, 2025 07:24:57 PM	18 Mar, 2025 07:39:26 PM	17 Mar, 2025 09:02:22 PM	0:04:18		Internal
597058318939			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Mar, 2025 07:45:06 PM	18 Mar, 2025 07:52:23 PM	17 Mar, 2025 07:33:34 PM	0:04:46		Internal
597058318939			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Mar, 2025 07:45:06 PM	18 Mar, 2025 07:52:23 PM	17 Mar, 2025 07:33:34 PM	0:04:46		Internal
597058318939			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Mar, 2025 07:45:06 PM	18 Mar, 2025 07:52:23 PM	17 Mar, 2025 07:33:34 PM	0:04:46		Internal
597058318939			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Mar, 2025 07:45:06 PM	18 Mar, 2025 07:52:23 PM	17 Mar, 2025 07:33:34 PM	0:04:46		Internal
597058318939			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Mar, 2025 07:45:06 PM	18 Mar, 2025 07:52:23 PM	17 Mar, 2025 07:33:34 PM	0:04:46		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597058318939	[redacted]	[redacted]	CTE_Bus_Solar	[redacted]	Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	[redacted]	18 Mar, 2025 07:45:06 PM	18 Mar, 2025 07:52:23 PM	17 Mar, 2025 07:33:34 PM	0:04:46		Internal
597058318939			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Mar, 2025 07:45:06 PM	18 Mar, 2025 07:52:23 PM	17 Mar, 2025 07:33:34 PM	0:04:46		Internal
597058318939			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Mar, 2025 07:45:06 PM	18 Mar, 2025 07:52:23 PM	17 Mar, 2025 07:33:34 PM	0:04:46		Internal
597058318939			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Mar, 2025 07:45:06 PM	18 Mar, 2025 07:52:23 PM	17 Mar, 2025 07:33:34 PM	0:04:46		Internal
597058318939			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Mar, 2025 07:45:06 PM	18 Mar, 2025 07:52:23 PM	17 Mar, 2025 07:33:34 PM	0:04:46		Internal
597058318939			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Mar, 2025 07:45:06 PM	18 Mar, 2025 07:52:23 PM	17 Mar, 2025 07:33:34 PM	0:04:46		Internal
597058318939			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Mar, 2025 07:45:06 PM	18 Mar, 2025 07:52:23 PM	17 Mar, 2025 07:33:34 PM	0:04:46		Internal
597058318939			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Mar, 2025 07:45:06 PM	18 Mar, 2025 07:52:23 PM	17 Mar, 2025 07:33:34 PM	0:04:46		Internal
597058318939			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Mar, 2025 07:45:06 PM	18 Mar, 2025 07:52:23 PM	17 Mar, 2025 07:33:34 PM	0:04:46		Internal
597058318939			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Mar, 2025 07:45:06 PM	18 Mar, 2025 07:52:23 PM	17 Mar, 2025 07:33:34 PM	0:04:46		Internal
597058318939			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Mar, 2025 07:45:06 PM	18 Mar, 2025 07:52:23 PM	17 Mar, 2025 07:33:34 PM	0:04:46		Internal
597058318939			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Mar, 2025 07:45:06 PM	18 Mar, 2025 07:52:23 PM	17 Mar, 2025 07:33:34 PM	0:04:46		Internal
597058318939			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Mar, 2025 07:45:06 PM	18 Mar, 2025 07:52:23 PM	17 Mar, 2025 07:33:34 PM	0:04:46		Internal
597058318939			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Mar, 2025 07:45:06 PM	18 Mar, 2025 07:52:23 PM	17 Mar, 2025 07:33:34 PM	0:04:46		Internal
597058318939			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Mar, 2025 07:45:06 PM	18 Mar, 2025 07:52:23 PM	17 Mar, 2025 07:33:34 PM	0:04:46		Internal
597058318939			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Mar, 2025 07:45:06 PM	18 Mar, 2025 07:52:23 PM	17 Mar, 2025 07:33:34 PM	0:04:46		Internal
597058318939			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Mar, 2025 07:45:06 PM	18 Mar, 2025 07:52:23 PM	17 Mar, 2025 07:33:34 PM	0:04:46		Internal
597058318939			CTE_Bus_Solar		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		18 Mar, 2025 07:45:06 PM	18 Mar, 2025 07:52:23 PM	17 Mar, 2025 07:33:34 PM	0:04:46		Internal
597058318939			CTE_Bus_Solar		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Mar, 2025 07:45:06 PM	18 Mar, 2025 07:52:23 PM	17 Mar, 2025 07:33:34 PM	0:04:46		Internal
597058318939			CTE_Bus_Solar		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Mar, 2025 07:45:06 PM	18 Mar, 2025 07:52:23 PM	17 Mar, 2025 07:33:34 PM	0:04:46		Internal
597058318939			CTE_Bus_Solar		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Mar, 2025 07:45:06 PM	18 Mar, 2025 07:52:23 PM	17 Mar, 2025 07:33:34 PM	0:04:46		Internal
597058323143			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Mar, 2025 06:00:58 AM	18 Mar, 2025 08:16:27 PM	17 Mar, 2025 07:38:04 PM	0:05:30		Internal
597058323143			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Mar, 2025 06:00:58 AM	18 Mar, 2025 08:16:27 PM	17 Mar, 2025 07:38:04 PM	0:05:30		Internal
597058323143			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Mar, 2025 06:00:58 AM	18 Mar, 2025 08:16:27 PM	17 Mar, 2025 07:38:04 PM	0:05:30		Internal
597058323143			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Mar, 2025 06:00:58 AM	18 Mar, 2025 08:16:27 PM	17 Mar, 2025 07:38:04 PM	0:05:30		Internal
597058323143			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Mar, 2025 06:00:58 AM	18 Mar, 2025 08:16:27 PM	17 Mar, 2025 07:38:04 PM	0:05:30		Internal
597058323143			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Mar, 2025 06:00:58 AM	18 Mar, 2025 08:16:27 PM	17 Mar, 2025 07:38:04 PM	0:05:30		Internal
597058323143			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Mar, 2025 06:00:58 AM	18 Mar, 2025 08:16:27 PM	17 Mar, 2025 07:38:04 PM	0:05:30		Internal
597058323143			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Mar, 2025 06:00:58 AM	18 Mar, 2025 08:16:27 PM	17 Mar, 2025 07:38:04 PM	0:05:30		Internal
597058323143			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Mar, 2025 06:00:58 AM	18 Mar, 2025 08:16:27 PM	17 Mar, 2025 07:38:04 PM	0:05:30		Internal
597058323143			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Mar, 2025 06:00:58 AM	18 Mar, 2025 08:16:27 PM	17 Mar, 2025 07:38:04 PM	0:05:30		Internal
597058323143			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Mar, 2025 06:00:58 AM	18 Mar, 2025 08:16:27 PM	17 Mar, 2025 07:38:04 PM	0:05:30		Internal
597058323143			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Mar, 2025 06:00:58 AM	18 Mar, 2025 08:16:27 PM	17 Mar, 2025 07:38:04 PM	0:05:30		Internal
597058323143			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Mar, 2025 06:00:58 AM	18 Mar, 2025 08:16:27 PM	17 Mar, 2025 07:38:04 PM	0:05:30		Internal
597058323143			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Mar, 2025 06:00:58 AM	18 Mar, 2025 08:16:27 PM	17 Mar, 2025 07:38:04 PM	0:05:30		Internal
597058323143			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Mar, 2025 06:00:58 AM	18 Mar, 2025 08:16:27 PM	17 Mar, 2025 07:38:04 PM	0:05:30		Internal
597058323143			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Mar, 2025 06:00:58 AM	18 Mar, 2025 08:16:27 PM	17 Mar, 2025 07:38:04 PM	0:05:30		Internal
597058323143			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Mar, 2025 06:00:58 AM	18 Mar, 2025 08:16:27 PM	17 Mar, 2025 07:38:04 PM	0:05:30		Internal
597058323143			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Mar, 2025 06:00:58 AM	18 Mar, 2025 08:16:27 PM	17 Mar, 2025 07:38:04 PM	0:05:30		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597058323143	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	18 Mar, 2025 06:00:58 AM	18 Mar, 2025 08:16:27 PM	17 Mar, 2025 07:38:04 PM	0:05:30		Internal
597058323143			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Mar, 2025 06:00:58 AM	18 Mar, 2025 08:16:27 PM	17 Mar, 2025 07:38:04 PM	0:05:30		Internal
597058323143			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Mar, 2025 06:00:58 AM	18 Mar, 2025 08:16:27 PM	17 Mar, 2025 07:38:04 PM	0:05:30		Internal
597058323143			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Mar, 2025 06:00:58 AM	18 Mar, 2025 08:16:27 PM	17 Mar, 2025 07:38:04 PM	0:05:30		Internal
597058323143			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		18 Mar, 2025 06:00:58 AM	18 Mar, 2025 08:16:27 PM	17 Mar, 2025 07:38:04 PM	0:05:30		Internal
597058323143			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Mar, 2025 06:00:58 AM	18 Mar, 2025 08:16:27 PM	17 Mar, 2025 07:38:04 PM	0:05:30		Internal
597058323143			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Mar, 2025 06:00:58 AM	18 Mar, 2025 08:16:27 PM	17 Mar, 2025 07:38:04 PM	0:05:30		Internal
597058323143			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Mar, 2025 06:00:58 AM	18 Mar, 2025 08:16:27 PM	17 Mar, 2025 07:38:04 PM	0:05:30		Internal
596116255202			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Mar, 2025 06:01:00 PM	18 Mar, 2025 08:52:00 PM	09 Mar, 2025 04:43:15 PM	0:02:46		Internal
596116255202			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Mar, 2025 06:01:00 PM	18 Mar, 2025 08:52:00 PM	09 Mar, 2025 04:43:15 PM	0:02:46		Internal
596116255202			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Mar, 2025 06:01:00 PM	18 Mar, 2025 08:52:00 PM	09 Mar, 2025 04:43:15 PM	0:02:46		Internal
596116255202			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Mar, 2025 06:01:00 PM	18 Mar, 2025 08:52:00 PM	09 Mar, 2025 04:43:15 PM	0:02:46		Internal
596116255202			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Mar, 2025 06:01:00 PM	18 Mar, 2025 08:52:00 PM	09 Mar, 2025 04:43:15 PM	0:02:46		Internal
596116255202			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Mar, 2025 06:01:00 PM	18 Mar, 2025 08:52:00 PM	09 Mar, 2025 04:43:15 PM	0:02:46		Internal
596116255202			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Mar, 2025 06:01:00 PM	18 Mar, 2025 08:52:00 PM	09 Mar, 2025 04:43:15 PM	0:02:46		Internal
596116255202			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Mar, 2025 06:01:00 PM	18 Mar, 2025 08:52:00 PM	09 Mar, 2025 04:43:15 PM	0:02:46		Internal
596116255202			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Mar, 2025 06:01:00 PM	18 Mar, 2025 08:52:00 PM	09 Mar, 2025 04:43:15 PM	0:02:46		Internal
596116255202			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Mar, 2025 06:01:00 PM	18 Mar, 2025 08:52:00 PM	09 Mar, 2025 04:43:15 PM	0:02:46		Internal
596116255202			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Mar, 2025 06:01:00 PM	18 Mar, 2025 08:52:00 PM	09 Mar, 2025 04:43:15 PM	0:02:46		Internal
596116255202			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Mar, 2025 06:01:00 PM	18 Mar, 2025 08:52:00 PM	09 Mar, 2025 04:43:15 PM	0:02:46		Internal
596116255202			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Mar, 2025 06:01:00 PM	18 Mar, 2025 08:52:00 PM	09 Mar, 2025 04:43:15 PM	0:02:46		Internal
596116255202			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Mar, 2025 06:01:00 PM	18 Mar, 2025 08:52:00 PM	09 Mar, 2025 04:43:15 PM	0:02:46		Internal
596116255202			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Mar, 2025 06:01:00 PM	18 Mar, 2025 08:52:00 PM	09 Mar, 2025 04:43:15 PM	0:02:46		Internal
596116255202			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Mar, 2025 06:01:00 PM	18 Mar, 2025 08:52:00 PM	09 Mar, 2025 04:43:15 PM	0:02:46		Internal
596116255202			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Mar, 2025 06:01:00 PM	18 Mar, 2025 08:52:00 PM	09 Mar, 2025 04:43:15 PM	0:02:46		Internal
596116255202			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Mar, 2025 06:01:00 PM	18 Mar, 2025 08:52:00 PM	09 Mar, 2025 04:43:15 PM	0:02:46		Internal
596116255202			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Mar, 2025 06:01:00 PM	18 Mar, 2025 08:52:00 PM	09 Mar, 2025 04:43:15 PM	0:02:46		Internal
596116255202			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Mar, 2025 06:01:00 PM	18 Mar, 2025 08:52:00 PM	09 Mar, 2025 04:43:15 PM	0:02:46		Internal
596116255202			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Mar, 2025 06:01:00 PM	18 Mar, 2025 08:52:00 PM	09 Mar, 2025 04:43:15 PM	0:02:46		Internal
596116255202			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Mar, 2025 06:01:00 PM	18 Mar, 2025 08:52:00 PM	09 Mar, 2025 04:43:15 PM	0:02:46		Internal
596116255202			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		09 Mar, 2025 06:01:00 PM	18 Mar, 2025 08:52:00 PM	09 Mar, 2025 04:43:15 PM	0:02:46		Internal
596116255202			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Mar, 2025 06:01:00 PM	18 Mar, 2025 08:52:00 PM	09 Mar, 2025 04:43:15 PM	0:02:46		Internal
596116255202			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Mar, 2025 06:01:00 PM	18 Mar, 2025 08:52:00 PM	09 Mar, 2025 04:43:15 PM	0:02:46		Internal
596116255202			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Mar, 2025 06:01:00 PM	18 Mar, 2025 08:52:00 PM	09 Mar, 2025 04:43:15 PM	0:02:46		Internal
597057815879			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Mar, 2025 03:31:09 AM	18 Mar, 2025 09:48:16 PM	13 Mar, 2025 12:05:59 PM	0:03:28		Internal
597057815879			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Mar, 2025 03:31:09 AM	18 Mar, 2025 09:48:16 PM	13 Mar, 2025 12:05:59 PM	0:03:28		Internal
597057815879			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Mar, 2025 03:31:09 AM	18 Mar, 2025 09:48:16 PM	13 Mar, 2025 12:05:59 PM	0:03:28		Internal
597057815879			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Mar, 2025 03:31:09 AM	18 Mar, 2025 09:48:16 PM	13 Mar, 2025 12:05:59 PM	0:03:28		Internal
597057815879			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Mar, 2025 03:31:09 AM	18 Mar, 2025 09:48:16 PM	13 Mar, 2025 12:05:59 PM	0:03:28		Internal
597057815879			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Mar, 2025 03:31:09 AM	18 Mar, 2025 09:48:16 PM	13 Mar, 2025 12:05:59 PM	0:03:28		Internal
597057815879			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Mar, 2025 03:31:09 AM	18 Mar, 2025 09:48:16 PM	13 Mar, 2025 12:05:59 PM	0:03:28		Internal
597057815879			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Mar, 2025 03:31:09 AM	18 Mar, 2025 09:48:16 PM	13 Mar, 2025 12:05:59 PM	0:03:28		Internal
597057815879			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Mar, 2025 03:31:09 AM	18 Mar, 2025 09:48:16 PM	13 Mar, 2025 12:05:59 PM	0:03:28		Internal
597057815879			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Mar, 2025 03:31:09 AM	18 Mar, 2025 09:48:16 PM	13 Mar, 2025 12:05:59 PM	0:03:28		Internal
597057815879			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Mar, 2025 03:31:09 AM	18 Mar, 2025 09:48:16 PM	13 Mar, 2025 12:05:59 PM	0:03:28		Internal
597057815879			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Mar, 2025 03:31:09 AM	18 Mar, 2025 09:48:16 PM	13 Mar, 2025 12:05:59 PM	0:03:28		Internal
597057815879			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Mar, 2025 03:31:09 AM	18 Mar, 2025 09:48:16 PM	13 Mar, 2025 12:05:59 PM	0:03:28		Internal
597057815879			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Mar, 2025 03:31:09 AM	18 Mar, 2025 09:48:16 PM	13 Mar, 2025 12:05:59 PM	0:03:28		Internal
597057815879			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Mar, 2025 03:31:09 AM	18 Mar, 2025 09:48:16 PM	13 Mar, 2025 12:05:59 PM	0:03:28		Internal
597057815879			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Mar, 2025 03:31:09 AM	18 Mar, 2025 09:48:16 PM	13 Mar, 2025 12:05:59 PM	0:03:28		Internal
597057815879			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Mar, 2025 03:31:09 AM	18 Mar, 2025 09:48:16 PM	13 Mar, 2025 12:05:59 PM	0:03:28		Internal
597057815879			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Mar, 2025 03:31:09 AM	18 Mar, 2025 09:48:16 PM	13 Mar, 2025 12:05:59 PM	0:03:28		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597057815879	[redacted]		CTE_Res_FT	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	14 Mar, 2025 03:31:09 AM	18 Mar, 2025 09:48:16 PM	13 Mar, 2025 12:05:59 PM	0:03:28		Internal
597057815879			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Mar, 2025 03:31:09 AM	18 Mar, 2025 09:48:16 PM	13 Mar, 2025 12:05:59 PM	0:03:28		Internal
597057815879			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Mar, 2025 03:31:09 AM	18 Mar, 2025 09:48:16 PM	13 Mar, 2025 12:05:59 PM	0:03:28		Internal
597057815879			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Mar, 2025 03:31:09 AM	18 Mar, 2025 09:48:16 PM	13 Mar, 2025 12:05:59 PM	0:03:28		Internal
597057815879			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		14 Mar, 2025 03:31:09 AM	18 Mar, 2025 09:48:16 PM	13 Mar, 2025 12:05:59 PM	0:03:28		Internal
597057815879			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Mar, 2025 03:31:09 AM	18 Mar, 2025 09:48:16 PM	13 Mar, 2025 12:05:59 PM	0:03:28		Internal
597057815879			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Mar, 2025 03:31:09 AM	18 Mar, 2025 09:48:16 PM	13 Mar, 2025 12:05:59 PM	0:03:28		Internal
597057815879			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Mar, 2025 03:31:09 AM	18 Mar, 2025 09:48:16 PM	13 Mar, 2025 12:05:59 PM	0:03:28		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Mar, 2025 03:06:48 PM	18 Mar, 2025 09:56:46 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Mar, 2025 03:06:48 PM	18 Mar, 2025 09:56:46 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Mar, 2025 03:06:48 PM	18 Mar, 2025 09:56:46 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Mar, 2025 03:06:48 PM	18 Mar, 2025 09:56:46 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Mar, 2025 03:06:48 PM	18 Mar, 2025 09:56:46 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Mar, 2025 03:06:48 PM	18 Mar, 2025 09:56:46 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Mar, 2025 03:06:48 PM	18 Mar, 2025 09:56:46 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Mar, 2025 03:06:48 PM	18 Mar, 2025 09:56:46 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Mar, 2025 03:06:48 PM	18 Mar, 2025 09:56:46 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Mar, 2025 03:06:48 PM	18 Mar, 2025 09:56:46 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Mar, 2025 03:06:48 PM	18 Mar, 2025 09:56:46 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Mar, 2025 03:06:48 PM	18 Mar, 2025 09:56:46 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Mar, 2025 03:06:48 PM	18 Mar, 2025 09:56:46 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Mar, 2025 03:06:48 PM	18 Mar, 2025 09:56:46 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Mar, 2025 03:06:48 PM	18 Mar, 2025 09:56:46 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Mar, 2025 03:06:48 PM	18 Mar, 2025 09:56:46 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Mar, 2025 03:06:48 PM	18 Mar, 2025 09:56:46 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 Mar, 2025 03:06:48 PM	18 Mar, 2025 09:56:46 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Mar, 2025 03:06:48 PM	18 Mar, 2025 09:56:46 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Mar, 2025 03:06:48 PM	18 Mar, 2025 09:56:46 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Mar, 2025 03:06:48 PM	18 Mar, 2025 09:56:46 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Mar, 2025 03:06:48 PM	18 Mar, 2025 09:56:46 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		13 Mar, 2025 03:06:48 PM	18 Mar, 2025 09:56:46 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Mar, 2025 03:06:48 PM	18 Mar, 2025 09:56:46 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Mar, 2025 03:06:48 PM	18 Mar, 2025 09:56:46 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Mar, 2025 03:06:48 PM	18 Mar, 2025 09:56:46 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Mar, 2025 03:06:48 PM	18 Mar, 2025 11:05:29 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Mar, 2025 03:06:48 PM	18 Mar, 2025 11:05:29 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Mar, 2025 03:06:48 PM	18 Mar, 2025 11:05:29 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Mar, 2025 03:06:48 PM	18 Mar, 2025 11:05:29 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Mar, 2025 03:06:48 PM	18 Mar, 2025 11:05:29 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Mar, 2025 03:06:48 PM	18 Mar, 2025 11:05:29 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Mar, 2025 03:06:48 PM	18 Mar, 2025 11:05:29 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Mar, 2025 03:06:48 PM	18 Mar, 2025 11:05:29 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Mar, 2025 03:06:48 PM	18 Mar, 2025 11:05:29 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Mar, 2025 03:06:48 PM	18 Mar, 2025 11:05:29 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597057609842	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	13 Mar, 2025 03:06:48 PM	18 Mar, 2025 11:05:29 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Mar, 2025 03:06:48 PM	18 Mar, 2025 11:05:29 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Mar, 2025 03:06:48 PM	18 Mar, 2025 11:05:29 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Mar, 2025 03:06:48 PM	18 Mar, 2025 11:05:29 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Mar, 2025 03:06:48 PM	18 Mar, 2025 11:05:29 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Mar, 2025 03:06:48 PM	18 Mar, 2025 11:05:29 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Mar, 2025 03:06:48 PM	18 Mar, 2025 11:05:29 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 Mar, 2025 03:06:48 PM	18 Mar, 2025 11:05:29 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Mar, 2025 03:06:48 PM	18 Mar, 2025 11:05:29 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Mar, 2025 03:06:48 PM	18 Mar, 2025 11:05:29 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Mar, 2025 03:06:48 PM	18 Mar, 2025 11:05:29 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Mar, 2025 03:06:48 PM	18 Mar, 2025 11:05:29 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		13 Mar, 2025 03:06:48 PM	18 Mar, 2025 11:05:29 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Mar, 2025 03:06:48 PM	18 Mar, 2025 11:05:29 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Mar, 2025 03:06:48 PM	18 Mar, 2025 11:05:29 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Mar, 2025 03:06:48 PM	18 Mar, 2025 11:05:29 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Mar, 2025 03:06:48 PM	18 Mar, 2025 11:12:50 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Mar, 2025 03:06:48 PM	18 Mar, 2025 11:12:50 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Mar, 2025 03:06:48 PM	18 Mar, 2025 11:12:50 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Mar, 2025 03:06:48 PM	18 Mar, 2025 11:12:50 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Mar, 2025 03:06:48 PM	18 Mar, 2025 11:12:50 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Mar, 2025 03:06:48 PM	18 Mar, 2025 11:12:50 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Mar, 2025 03:06:48 PM	18 Mar, 2025 11:12:50 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Mar, 2025 03:06:48 PM	18 Mar, 2025 11:12:50 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Mar, 2025 03:06:48 PM	18 Mar, 2025 11:12:50 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Mar, 2025 03:06:48 PM	18 Mar, 2025 11:12:50 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Mar, 2025 03:06:48 PM	18 Mar, 2025 11:12:50 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Mar, 2025 03:06:48 PM	18 Mar, 2025 11:12:50 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Mar, 2025 03:06:48 PM	18 Mar, 2025 11:12:50 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Mar, 2025 03:06:48 PM	18 Mar, 2025 11:12:50 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Mar, 2025 03:06:48 PM	18 Mar, 2025 11:12:50 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Mar, 2025 03:06:48 PM	18 Mar, 2025 11:12:50 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Mar, 2025 03:06:48 PM	18 Mar, 2025 11:12:50 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 Mar, 2025 03:06:48 PM	18 Mar, 2025 11:12:50 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Mar, 2025 03:06:48 PM	18 Mar, 2025 11:12:50 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Mar, 2025 03:06:48 PM	18 Mar, 2025 11:12:50 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Mar, 2025 03:06:48 PM	18 Mar, 2025 11:12:50 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Mar, 2025 03:06:48 PM	18 Mar, 2025 11:12:50 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		13 Mar, 2025 03:06:48 PM	18 Mar, 2025 11:12:50 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Mar, 2025 03:06:48 PM	18 Mar, 2025 11:12:50 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Mar, 2025 03:06:48 PM	18 Mar, 2025 11:12:50 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Mar, 2025 03:06:48 PM	18 Mar, 2025 11:12:50 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597058184502			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Mar, 2025 12:15:55 PM	19 Mar, 2025 12:28:23 PM	16 Mar, 2025 11:18:50 PM	0:02:52		Internal
597058184502			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Mar, 2025 12:15:55 PM	19 Mar, 2025 12:28:23 PM	16 Mar, 2025 11:18:50 PM	0:02:52		Internal
597058184502			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Mar, 2025 12:15:55 PM	19 Mar, 2025 12:28:23 PM	16 Mar, 2025 11:18:50 PM	0:02:52		Internal
597058184502			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Mar, 2025 12:15:55 PM	19 Mar, 2025 12:28:23 PM	16 Mar, 2025 11:18:50 PM	0:02:52		Internal
597058184502			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Mar, 2025 12:15:55 PM	19 Mar, 2025 12:28:23 PM	16 Mar, 2025 11:18:50 PM	0:02:52		Internal
597058184502			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Mar, 2025 12:15:55 PM	19 Mar, 2025 12:28:23 PM	16 Mar, 2025 11:18:50 PM	0:02:52		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597058184502	[redacted]		CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	9 Mar, 2025 12:15:55 PM	19 Mar, 2025 12:28:23 PM	16 Mar, 2025 11:18:50 PM	0:02:52		Internal
597058184502			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		9 Mar, 2025 12:15:55 PM	19 Mar, 2025 12:28:23 PM	16 Mar, 2025 11:18:50 PM	0:02:52		Internal
597058184502			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		9 Mar, 2025 12:15:55 PM	19 Mar, 2025 12:28:23 PM	16 Mar, 2025 11:18:50 PM	0:02:52		Internal
597058184502			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		9 Mar, 2025 12:15:55 PM	19 Mar, 2025 12:28:23 PM	16 Mar, 2025 11:18:50 PM	0:02:52		Internal
597058184502			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		9 Mar, 2025 12:15:55 PM	19 Mar, 2025 12:28:23 PM	16 Mar, 2025 11:18:50 PM	0:02:52		Internal
597058184502			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		9 Mar, 2025 12:15:55 PM	19 Mar, 2025 12:28:23 PM	16 Mar, 2025 11:18:50 PM	0:02:52		Internal
597058184502			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		9 Mar, 2025 12:15:55 PM	19 Mar, 2025 12:28:23 PM	16 Mar, 2025 11:18:50 PM	0:02:52		Internal
597058184502			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		9 Mar, 2025 12:15:55 PM	19 Mar, 2025 12:28:23 PM	16 Mar, 2025 11:18:50 PM	0:02:52		Internal
597058184502			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		9 Mar, 2025 12:15:55 PM	19 Mar, 2025 12:28:23 PM	16 Mar, 2025 11:18:50 PM	0:02:52		Internal
597058184502			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		9 Mar, 2025 12:15:55 PM	19 Mar, 2025 12:28:23 PM	16 Mar, 2025 11:18:50 PM	0:02:52		Internal
597058184502			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		9 Mar, 2025 12:15:55 PM	19 Mar, 2025 12:28:23 PM	16 Mar, 2025 11:18:50 PM	0:02:52		Internal
597058184502			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		9 Mar, 2025 12:15:55 PM	19 Mar, 2025 12:28:23 PM	16 Mar, 2025 11:18:50 PM	0:02:52		Internal
597058184502			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		9 Mar, 2025 12:15:55 PM	19 Mar, 2025 12:28:23 PM	16 Mar, 2025 11:18:50 PM	0:02:52		Internal
597058184502			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		9 Mar, 2025 12:15:55 PM	19 Mar, 2025 12:28:23 PM	16 Mar, 2025 11:18:50 PM	0:02:52		Internal
597058184502			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		9 Mar, 2025 12:15:55 PM	19 Mar, 2025 12:28:23 PM	16 Mar, 2025 11:18:50 PM	0:02:52		Internal
597058184502			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		9 Mar, 2025 12:15:55 PM	19 Mar, 2025 12:28:23 PM	16 Mar, 2025 11:18:50 PM	0:02:52		Internal
597058184502			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		9 Mar, 2025 12:15:55 PM	19 Mar, 2025 12:28:23 PM	16 Mar, 2025 11:18:50 PM	0:02:52		Internal
597058184502			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		9 Mar, 2025 12:15:55 PM	19 Mar, 2025 12:28:23 PM	16 Mar, 2025 11:18:50 PM	0:02:52		Internal
597058184502			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		9 Mar, 2025 12:15:55 PM	19 Mar, 2025 12:28:23 PM	16 Mar, 2025 11:18:50 PM	0:02:52		Internal
597058184502			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		9 Mar, 2025 12:15:55 PM	19 Mar, 2025 12:28:23 PM	16 Mar, 2025 11:18:50 PM	0:02:52		Internal
597058222518			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		9 Mar, 2025 10:01:32 AM	19 Mar, 2025 12:34:10 PM	17 Mar, 2025 02:02:19 PM	0:05:00		Internal
597058222518			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		9 Mar, 2025 10:01:32 AM	19 Mar, 2025 12:34:10 PM	17 Mar, 2025 02:02:19 PM	0:05:00		Internal
597058222518			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		9 Mar, 2025 10:01:32 AM	19 Mar, 2025 12:34:10 PM	17 Mar, 2025 02:02:19 PM	0:05:00		Internal
597058222518			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		9 Mar, 2025 10:01:32 AM	19 Mar, 2025 12:34:10 PM	17 Mar, 2025 02:02:19 PM	0:05:00		Internal
597058222518			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		9 Mar, 2025 10:01:32 AM	19 Mar, 2025 12:34:10 PM	17 Mar, 2025 02:02:19 PM	0:05:00		Internal
597058222518			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		9 Mar, 2025 10:01:32 AM	19 Mar, 2025 12:34:10 PM	17 Mar, 2025 02:02:19 PM	0:05:00		Internal
597058222518			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		9 Mar, 2025 10:01:32 AM	19 Mar, 2025 12:34:10 PM	17 Mar, 2025 02:02:19 PM	0:05:00		Internal
597058222518			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		9 Mar, 2025 10:01:32 AM	19 Mar, 2025 12:34:10 PM	17 Mar, 2025 02:02:19 PM	0:05:00		Internal
597058222518			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		9 Mar, 2025 10:01:32 AM	19 Mar, 2025 12:34:10 PM	17 Mar, 2025 02:02:19 PM	0:05:00		Internal
597058222518			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		9 Mar, 2025 10:01:32 AM	19 Mar, 2025 12:34:10 PM	17 Mar, 2025 02:02:19 PM	0:05:00		Internal
597058222518			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		9 Mar, 2025 10:01:32 AM	19 Mar, 2025 12:34:10 PM	17 Mar, 2025 02:02:19 PM	0:05:00		Internal
597058222518			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		9 Mar, 2025 10:01:32 AM	19 Mar, 2025 12:34:10 PM	17 Mar, 2025 02:02:19 PM	0:05:00		Internal
597058222518			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		9 Mar, 2025 10:01:32 AM	19 Mar, 2025 12:34:10 PM	17 Mar, 2025 02:02:19 PM	0:05:00		Internal
597058222518			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		9 Mar, 2025 10:01:32 AM	19 Mar, 2025 12:34:10 PM	17 Mar, 2025 02:02:19 PM	0:05:00		Internal
597058222518			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		9 Mar, 2025 10:01:32 AM	19 Mar, 2025 12:34:10 PM	17 Mar, 2025 02:02:19 PM	0:05:00		Internal
597058222518			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		9 Mar, 2025 10:01:32 AM	19 Mar, 2025 12:34:10 PM	17 Mar, 2025 02:02:19 PM	0:05:00		Internal
597058222518			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		9 Mar, 2025 10:01:32 AM	19 Mar, 2025 12:34:10 PM	17 Mar, 2025 02:02:19 PM	0:05:00		Internal
597058222518			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		9 Mar, 2025 10:01:32 AM	19 Mar, 2025 12:34:10 PM	17 Mar, 2025 02:02:19 PM	0:05:00		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597058222518	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	19 Mar, 2025 10:01:32 AM	19 Mar, 2025 12:34:10 PM	17 Mar, 2025 02:02:19 PM	0:05:00		Internal
597058222518			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radi		19 Mar, 2025 10:01:32 AM	19 Mar, 2025 12:34:10 PM	17 Mar, 2025 02:02:19 PM	0:05:00		Internal
597058222518			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Mar, 2025 10:01:32 AM	19 Mar, 2025 12:34:10 PM	17 Mar, 2025 02:02:19 PM	0:05:00		Internal
597058222518			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Mar, 2025 10:01:32 AM	19 Mar, 2025 12:34:10 PM	17 Mar, 2025 02:02:19 PM	0:05:00		Internal
597058222518			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		19 Mar, 2025 10:01:32 AM	19 Mar, 2025 12:34:10 PM	17 Mar, 2025 02:02:19 PM	0:05:00		Internal
597058222518			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Mar, 2025 10:01:32 AM	19 Mar, 2025 12:34:10 PM	17 Mar, 2025 02:02:19 PM	0:05:00		Internal
597058222518			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Mar, 2025 10:01:32 AM	19 Mar, 2025 12:34:10 PM	17 Mar, 2025 02:02:19 PM	0:05:00		Internal
597058222518			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Mar, 2025 10:01:32 AM	19 Mar, 2025 12:34:10 PM	17 Mar, 2025 02:02:19 PM	0:05:00		Internal
597058522284			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Mar, 2025 12:21:37 PM	19 Mar, 2025 12:39:59 PM	18 Mar, 2025 09:26:41 PM	0:05:04		Internal
597058522284			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Mar, 2025 12:21:37 PM	19 Mar, 2025 12:39:59 PM	18 Mar, 2025 09:26:41 PM	0:05:04		Internal
597058522284			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Mar, 2025 12:21:37 PM	19 Mar, 2025 12:39:59 PM	18 Mar, 2025 09:26:41 PM	0:05:04		Internal
597058522284			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Mar, 2025 12:21:37 PM	19 Mar, 2025 12:39:59 PM	18 Mar, 2025 09:26:41 PM	0:05:04		Internal
597058522284			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Mar, 2025 12:21:37 PM	19 Mar, 2025 12:39:59 PM	18 Mar, 2025 09:26:41 PM	0:05:04		Internal
597058522284			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Mar, 2025 12:21:37 PM	19 Mar, 2025 12:39:59 PM	18 Mar, 2025 09:26:41 PM	0:05:04		Internal
597058522284			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Mar, 2025 12:21:37 PM	19 Mar, 2025 12:39:59 PM	18 Mar, 2025 09:26:41 PM	0:05:04		Internal
597058522284			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Mar, 2025 12:21:37 PM	19 Mar, 2025 12:39:59 PM	18 Mar, 2025 09:26:41 PM	0:05:04		Internal
597058522284			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Mar, 2025 12:21:37 PM	19 Mar, 2025 12:39:59 PM	18 Mar, 2025 09:26:41 PM	0:05:04		Internal
597058522284			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Mar, 2025 12:21:37 PM	19 Mar, 2025 12:39:59 PM	18 Mar, 2025 09:26:41 PM	0:05:04		Internal
597058522284			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Mar, 2025 12:21:37 PM	19 Mar, 2025 12:39:59 PM	18 Mar, 2025 09:26:41 PM	0:05:04		Internal
597058522284			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Mar, 2025 12:21:37 PM	19 Mar, 2025 12:39:59 PM	18 Mar, 2025 09:26:41 PM	0:05:04		Internal
597058522284			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Mar, 2025 12:21:37 PM	19 Mar, 2025 12:39:59 PM	18 Mar, 2025 09:26:41 PM	0:05:04		Internal
597058522284			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Mar, 2025 12:21:37 PM	19 Mar, 2025 12:39:59 PM	18 Mar, 2025 09:26:41 PM	0:05:04		Internal
597058522284			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Mar, 2025 12:21:37 PM	19 Mar, 2025 12:39:59 PM	18 Mar, 2025 09:26:41 PM	0:05:04		Internal
597058522284			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Mar, 2025 12:21:37 PM	19 Mar, 2025 12:39:59 PM	18 Mar, 2025 09:26:41 PM	0:05:04		Internal
597058522284			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Mar, 2025 12:21:37 PM	19 Mar, 2025 12:39:59 PM	18 Mar, 2025 09:26:41 PM	0:05:04		Internal
597058522284			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Mar, 2025 12:21:37 PM	19 Mar, 2025 12:39:59 PM	18 Mar, 2025 09:26:41 PM	0:05:04		Internal
597058522284			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Mar, 2025 12:21:37 PM	19 Mar, 2025 12:39:59 PM	18 Mar, 2025 09:26:41 PM	0:05:04		Internal
597058522284			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Mar, 2025 12:21:37 PM	19 Mar, 2025 12:39:59 PM	18 Mar, 2025 09:26:41 PM	0:05:04		Internal
597058522284			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Mar, 2025 12:21:37 PM	19 Mar, 2025 12:39:59 PM	18 Mar, 2025 09:26:41 PM	0:05:04		Internal
597058522284			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Mar, 2025 12:21:37 PM	19 Mar, 2025 12:39:59 PM	18 Mar, 2025 09:26:41 PM	0:05:04		Internal
597058522284			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		19 Mar, 2025 12:21:37 PM	19 Mar, 2025 12:39:59 PM	18 Mar, 2025 09:26:41 PM	0:05:04		Internal
597058522284			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Mar, 2025 12:21:37 PM	19 Mar, 2025 12:39:59 PM	18 Mar, 2025 09:26:41 PM	0:05:04		Internal
597058522284			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Mar, 2025 12:21:37 PM	19 Mar, 2025 12:39:59 PM	18 Mar, 2025 09:26:41 PM	0:05:04		Internal
597058522284			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Mar, 2025 12:21:37 PM	19 Mar, 2025 12:39:59 PM	18 Mar, 2025 09:26:41 PM	0:05:04		Internal
597058196816			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Mar, 2025 01:12:15 PM	19 Mar, 2025 01:17:23 PM	17 Mar, 2025 11:50:36 AM	0:02:52		Internal
597058196816			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Mar, 2025 01:12:15 PM	19 Mar, 2025 01:17:23 PM	17 Mar, 2025 11:50:36 AM	0:02:52		Internal
597058196816			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Mar, 2025 01:12:15 PM	19 Mar, 2025 01:17:23 PM	17 Mar, 2025 11:50:36 AM	0:02:52		Internal
597058196816			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Mar, 2025 01:12:15 PM	19 Mar, 2025 01:17:23 PM	17 Mar, 2025 11:50:36 AM	0:02:52		Internal
597058196816			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Mar, 2025 01:12:15 PM	19 Mar, 2025 01:17:23 PM	17 Mar, 2025 11:50:36 AM	0:02:52		Internal
597058196816			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Mar, 2025 01:12:15 PM	19 Mar, 2025 01:17:23 PM	17 Mar, 2025 11:50:36 AM	0:02:52		Internal
597058196816			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Mar, 2025 01:12:15 PM	19 Mar, 2025 01:17:23 PM	17 Mar, 2025 11:50:36 AM	0:02:52		Internal
597058196816			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Mar, 2025 01:12:15 PM	19 Mar, 2025 01:17:23 PM	17 Mar, 2025 11:50:36 AM	0:02:52		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Typ		Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597058196816	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	[redacted]	19 Mar, 2025 01:12:15 PM	19 Mar, 2025 01:17:23 PM	17 Mar, 2025 11:50:36 AM	0:02:52		Internal
597058196816			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Mar, 2025 01:12:15 PM	19 Mar, 2025 01:17:23 PM	17 Mar, 2025 11:50:36 AM	0:02:52		Internal
597058196816			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Mar, 2025 01:12:15 PM	19 Mar, 2025 01:17:23 PM	17 Mar, 2025 11:50:36 AM	0:02:52		Internal
597058196816			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Mar, 2025 01:12:15 PM	19 Mar, 2025 01:17:23 PM	17 Mar, 2025 11:50:36 AM	0:02:52		Internal
597058196816			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Mar, 2025 01:12:15 PM	19 Mar, 2025 01:17:23 PM	17 Mar, 2025 11:50:36 AM	0:02:52		Internal
597058196816			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Mar, 2025 01:12:15 PM	19 Mar, 2025 01:17:23 PM	17 Mar, 2025 11:50:36 AM	0:02:52		Internal
597058196816			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Mar, 2025 01:12:15 PM	19 Mar, 2025 01:17:23 PM	17 Mar, 2025 11:50:36 AM	0:02:52		Internal
597058196816			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Mar, 2025 01:12:15 PM	19 Mar, 2025 01:17:23 PM	17 Mar, 2025 11:50:36 AM	0:02:52		Internal
597058196816			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Mar, 2025 01:12:15 PM	19 Mar, 2025 01:17:23 PM	17 Mar, 2025 11:50:36 AM	0:02:52		Internal
597058196816			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Mar, 2025 01:12:15 PM	19 Mar, 2025 01:17:23 PM	17 Mar, 2025 11:50:36 AM	0:02:52		Internal
597058196816			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Mar, 2025 01:12:15 PM	19 Mar, 2025 01:17:23 PM	17 Mar, 2025 11:50:36 AM	0:02:52		Internal
597058196816			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Mar, 2025 01:12:15 PM	19 Mar, 2025 01:17:23 PM	17 Mar, 2025 11:50:36 AM	0:02:52		Internal
597058196816			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Mar, 2025 01:12:15 PM	19 Mar, 2025 01:17:23 PM	17 Mar, 2025 11:50:36 AM	0:02:52		Internal
597058196816			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Mar, 2025 01:12:15 PM	19 Mar, 2025 01:17:23 PM	17 Mar, 2025 11:50:36 AM	0:02:52		Internal
597058196816			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		19 Mar, 2025 01:12:15 PM	19 Mar, 2025 01:17:23 PM	17 Mar, 2025 11:50:36 AM	0:02:52		Internal
597058196816			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Mar, 2025 01:12:15 PM	19 Mar, 2025 01:17:23 PM	17 Mar, 2025 11:50:36 AM	0:02:52		Internal
597058196816			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Mar, 2025 01:12:15 PM	19 Mar, 2025 01:17:23 PM	17 Mar, 2025 11:50:36 AM	0:02:52		Internal
597058196816			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Mar, 2025 01:12:15 PM	19 Mar, 2025 01:17:23 PM	17 Mar, 2025 11:50:36 AM	0:02:52		Internal
596115223118			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Mar, 2025 04:00:51 PM	19 Mar, 2025 01:19:36 PM	03 Mar, 2025 03:15:13 PM	0:03:56		Internal
596115223118			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Mar, 2025 04:00:51 PM	19 Mar, 2025 01:19:36 PM	03 Mar, 2025 03:15:13 PM	0:03:56		Internal
596115223118			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Mar, 2025 04:00:51 PM	19 Mar, 2025 01:19:36 PM	03 Mar, 2025 03:15:13 PM	0:03:56		Internal
596115223118			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Mar, 2025 04:00:51 PM	19 Mar, 2025 01:19:36 PM	03 Mar, 2025 03:15:13 PM	0:03:56		Internal
596115223118			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Mar, 2025 04:00:51 PM	19 Mar, 2025 01:19:36 PM	03 Mar, 2025 03:15:13 PM	0:03:56		Internal
596115223118			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Mar, 2025 04:00:51 PM	19 Mar, 2025 01:19:36 PM	03 Mar, 2025 03:15:13 PM	0:03:56		Internal
596115223118			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Mar, 2025 04:00:51 PM	19 Mar, 2025 01:19:36 PM	03 Mar, 2025 03:15:13 PM	0:03:56		Internal
596115223118			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Mar, 2025 04:00:51 PM	19 Mar, 2025 01:19:36 PM	03 Mar, 2025 03:15:13 PM	0:03:56		Internal
596115223118			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Mar, 2025 04:00:51 PM	19 Mar, 2025 01:19:36 PM	03 Mar, 2025 03:15:13 PM	0:03:56		Internal
596115223118			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Mar, 2025 04:00:51 PM	19 Mar, 2025 01:19:36 PM	03 Mar, 2025 03:15:13 PM	0:03:56		Internal
596115223118			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Mar, 2025 04:00:51 PM	19 Mar, 2025 01:19:36 PM	03 Mar, 2025 03:15:13 PM	0:03:56		Internal
596115223118			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Mar, 2025 04:00:51 PM	19 Mar, 2025 01:19:36 PM	03 Mar, 2025 03:15:13 PM	0:03:56		Internal
596115223118			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Mar, 2025 04:00:51 PM	19 Mar, 2025 01:19:36 PM	03 Mar, 2025 03:15:13 PM	0:03:56		Internal
596115223118			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Mar, 2025 04:00:51 PM	19 Mar, 2025 01:19:36 PM	03 Mar, 2025 03:15:13 PM	0:03:56		Internal
596115223118			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Mar, 2025 04:00:51 PM	19 Mar, 2025 01:19:36 PM	03 Mar, 2025 03:15:13 PM	0:03:56		Internal
596115223118			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Mar, 2025 04:00:51 PM	19 Mar, 2025 01:19:36 PM	03 Mar, 2025 03:15:13 PM	0:03:56		Internal
596115223118			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Mar, 2025 04:00:51 PM	19 Mar, 2025 01:19:36 PM	03 Mar, 2025 03:15:13 PM	0:03:56		Internal
596115223118			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Mar, 2025 04:00:51 PM	19 Mar, 2025 01:19:36 PM	03 Mar, 2025 03:15:13 PM	0:03:56		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596115223118	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	03 Mar, 2025 04:00:51 PM	19 Mar, 2025 01:19:36 PM	03 Mar, 2025 03:15:13 PM	0:03:56		Internal
596115223118			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Mar, 2025 04:00:51 PM	19 Mar, 2025 01:19:36 PM	03 Mar, 2025 03:15:13 PM	0:03:56		Internal
596115223118			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Mar, 2025 04:00:51 PM	19 Mar, 2025 01:19:36 PM	03 Mar, 2025 03:15:13 PM	0:03:56		Internal
596115223118			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Mar, 2025 04:00:51 PM	19 Mar, 2025 01:19:36 PM	03 Mar, 2025 03:15:13 PM	0:03:56		Internal
596115223118			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Mar, 2025 04:00:51 PM	19 Mar, 2025 01:19:36 PM	03 Mar, 2025 03:15:13 PM	0:03:56		Internal
596115223118			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Mar, 2025 04:00:51 PM	19 Mar, 2025 01:19:36 PM	03 Mar, 2025 03:15:13 PM	0:03:56		Internal
596115223118			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Mar, 2025 04:00:51 PM	19 Mar, 2025 01:19:36 PM	03 Mar, 2025 03:15:13 PM	0:03:56		Internal
596115223118			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Mar, 2025 04:00:51 PM	19 Mar, 2025 01:19:36 PM	03 Mar, 2025 03:15:13 PM	0:03:56		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Mar, 2025 03:06:48 PM	19 Mar, 2025 01:25:31 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Mar, 2025 03:06:48 PM	19 Mar, 2025 01:25:31 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Mar, 2025 03:06:48 PM	19 Mar, 2025 01:25:31 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Mar, 2025 03:06:48 PM	19 Mar, 2025 01:25:31 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Mar, 2025 03:06:48 PM	19 Mar, 2025 01:25:31 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Mar, 2025 03:06:48 PM	19 Mar, 2025 01:25:31 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Mar, 2025 03:06:48 PM	19 Mar, 2025 01:25:31 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Mar, 2025 03:06:48 PM	19 Mar, 2025 01:25:31 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Mar, 2025 03:06:48 PM	19 Mar, 2025 01:25:31 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Mar, 2025 03:06:48 PM	19 Mar, 2025 01:25:31 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Mar, 2025 03:06:48 PM	19 Mar, 2025 01:25:31 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Mar, 2025 03:06:48 PM	19 Mar, 2025 01:25:31 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Mar, 2025 03:06:48 PM	19 Mar, 2025 01:25:31 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Mar, 2025 03:06:48 PM	19 Mar, 2025 01:25:31 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Mar, 2025 03:06:48 PM	19 Mar, 2025 01:25:31 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Mar, 2025 03:06:48 PM	19 Mar, 2025 01:25:31 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Mar, 2025 03:06:48 PM	19 Mar, 2025 01:25:31 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 Mar, 2025 03:06:48 PM	19 Mar, 2025 01:25:31 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Mar, 2025 03:06:48 PM	19 Mar, 2025 01:25:31 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Mar, 2025 03:06:48 PM	19 Mar, 2025 01:25:31 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Mar, 2025 03:06:48 PM	19 Mar, 2025 01:25:31 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Mar, 2025 03:06:48 PM	19 Mar, 2025 01:25:31 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		13 Mar, 2025 03:06:48 PM	19 Mar, 2025 01:25:31 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Mar, 2025 03:06:48 PM	19 Mar, 2025 01:25:31 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Mar, 2025 03:06:48 PM	19 Mar, 2025 01:25:31 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597057609842			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Mar, 2025 03:06:48 PM	19 Mar, 2025 01:25:31 PM	11 Mar, 2025 08:08:46 PM	0:03:41		Internal
597058341170			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Mar, 2025 07:56:59 PM	19 Mar, 2025 01:27:30 PM	17 Mar, 2025 08:33:41 PM	0:05:16		Internal
597058341170			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Mar, 2025 07:56:59 PM	19 Mar, 2025 01:27:30 PM	17 Mar, 2025 08:33:41 PM	0:05:16		Internal
597058341170			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Mar, 2025 07:56:59 PM	19 Mar, 2025 01:27:30 PM	17 Mar, 2025 08:33:41 PM	0:05:16		Internal
597058341170			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Mar, 2025 07:56:59 PM	19 Mar, 2025 01:27:30 PM	17 Mar, 2025 08:33:41 PM	0:05:16		Internal
597058341170			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Mar, 2025 07:56:59 PM	19 Mar, 2025 01:27:30 PM	17 Mar, 2025 08:33:41 PM	0:05:16		Internal
597058341170			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Mar, 2025 07:56:59 PM	19 Mar, 2025 01:27:30 PM	17 Mar, 2025 08:33:41 PM	0:05:16		Internal
597058341170			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Mar, 2025 07:56:59 PM	19 Mar, 2025 01:27:30 PM	17 Mar, 2025 08:33:41 PM	0:05:16		Internal
597058341170			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Mar, 2025 07:56:59 PM	19 Mar, 2025 01:27:30 PM	17 Mar, 2025 08:33:41 PM	0:05:16		Internal
597058341170			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Mar, 2025 07:56:59 PM	19 Mar, 2025 01:27:30 PM	17 Mar, 2025 08:33:41 PM	0:05:16		Internal
597058341170			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Mar, 2025 07:56:59 PM	19 Mar, 2025 01:27:30 PM	17 Mar, 2025 08:33:41 PM	0:05:16		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597058341170	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	18 Mar, 2025 07:56:59 PM	19 Mar, 2025 01:27:30 PM	17 Mar, 2025 08:33:41 PM	0:05:16		Internal
597058341170			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Mar, 2025 07:56:59 PM	19 Mar, 2025 01:27:30 PM	17 Mar, 2025 08:33:41 PM	0:05:16		Internal
597058341170			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Mar, 2025 07:56:59 PM	19 Mar, 2025 01:27:30 PM	17 Mar, 2025 08:33:41 PM	0:05:16		Internal
597058341170			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Mar, 2025 07:56:59 PM	19 Mar, 2025 01:27:30 PM	17 Mar, 2025 08:33:41 PM	0:05:16		Internal
597058341170			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Mar, 2025 07:56:59 PM	19 Mar, 2025 01:27:30 PM	17 Mar, 2025 08:33:41 PM	0:05:16		Internal
597058341170			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Mar, 2025 07:56:59 PM	19 Mar, 2025 01:27:30 PM	17 Mar, 2025 08:33:41 PM	0:05:16		Internal
597058341170			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Mar, 2025 07:56:59 PM	19 Mar, 2025 01:27:30 PM	17 Mar, 2025 08:33:41 PM	0:05:16		Internal
597058341170			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Mar, 2025 07:56:59 PM	19 Mar, 2025 01:27:30 PM	17 Mar, 2025 08:33:41 PM	0:05:16		Internal
597058341170			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Mar, 2025 07:56:59 PM	19 Mar, 2025 01:27:30 PM	17 Mar, 2025 08:33:41 PM	0:05:16		Internal
597058341170			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Mar, 2025 07:56:59 PM	19 Mar, 2025 01:27:30 PM	17 Mar, 2025 08:33:41 PM	0:05:16		Internal
597058341170			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Mar, 2025 07:56:59 PM	19 Mar, 2025 01:27:30 PM	17 Mar, 2025 08:33:41 PM	0:05:16		Internal
597058341170			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Mar, 2025 07:56:59 PM	19 Mar, 2025 01:27:30 PM	17 Mar, 2025 08:33:41 PM	0:05:16		Internal
597058341170			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		18 Mar, 2025 07:56:59 PM	19 Mar, 2025 01:27:30 PM	17 Mar, 2025 08:33:41 PM	0:05:16		Internal
597058341170			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Mar, 2025 07:56:59 PM	19 Mar, 2025 01:27:30 PM	17 Mar, 2025 08:33:41 PM	0:05:16		Internal
597058341170			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Mar, 2025 07:56:59 PM	19 Mar, 2025 01:27:30 PM	17 Mar, 2025 08:33:41 PM	0:05:16		Internal
597058341170			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Mar, 2025 07:56:59 PM	19 Mar, 2025 01:27:30 PM	17 Mar, 2025 08:33:41 PM	0:05:16		Internal
596115890407			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Mar, 2025 11:00:39 AM	19 Mar, 2025 01:46:53 PM	06 Mar, 2025 07:18:38 PM	0:02:33		Internal
596115890407			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Mar, 2025 11:00:39 AM	19 Mar, 2025 01:46:53 PM	06 Mar, 2025 07:18:38 PM	0:02:33		Internal
596115890407			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Mar, 2025 11:00:39 AM	19 Mar, 2025 01:46:53 PM	06 Mar, 2025 07:18:38 PM	0:02:33		Internal
596115890407			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Mar, 2025 11:00:39 AM	19 Mar, 2025 01:46:53 PM	06 Mar, 2025 07:18:38 PM	0:02:33		Internal
596115890407			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Mar, 2025 11:00:39 AM	19 Mar, 2025 01:46:53 PM	06 Mar, 2025 07:18:38 PM	0:02:33		Internal
596115890407			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Mar, 2025 11:00:39 AM	19 Mar, 2025 01:46:53 PM	06 Mar, 2025 07:18:38 PM	0:02:33		Internal
596115890407			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Mar, 2025 11:00:39 AM	19 Mar, 2025 01:46:53 PM	06 Mar, 2025 07:18:38 PM	0:02:33		Internal
596115890407			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Mar, 2025 11:00:39 AM	19 Mar, 2025 01:46:53 PM	06 Mar, 2025 07:18:38 PM	0:02:33		Internal
596115890407			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Mar, 2025 11:00:39 AM	19 Mar, 2025 01:46:53 PM	06 Mar, 2025 07:18:38 PM	0:02:33		Internal
596115890407			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Mar, 2025 11:00:39 AM	19 Mar, 2025 01:46:53 PM	06 Mar, 2025 07:18:38 PM	0:02:33		Internal
596115890407			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Mar, 2025 11:00:39 AM	19 Mar, 2025 01:46:53 PM	06 Mar, 2025 07:18:38 PM	0:02:33		Internal
596115890407			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Mar, 2025 11:00:39 AM	19 Mar, 2025 01:46:53 PM	06 Mar, 2025 07:18:38 PM	0:02:33		Internal
596115890407			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Mar, 2025 11:00:39 AM	19 Mar, 2025 01:46:53 PM	06 Mar, 2025 07:18:38 PM	0:02:33		Internal
596115890407			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Mar, 2025 11:00:39 AM	19 Mar, 2025 01:46:53 PM	06 Mar, 2025 07:18:38 PM	0:02:33		Internal
596115890407			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Mar, 2025 11:00:39 AM	19 Mar, 2025 01:46:53 PM	06 Mar, 2025 07:18:38 PM	0:02:33		Internal
596115890407			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Mar, 2025 11:00:39 AM	19 Mar, 2025 01:46:53 PM	06 Mar, 2025 07:18:38 PM	0:02:33		Internal
596115890407			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Mar, 2025 11:00:39 AM	19 Mar, 2025 01:46:53 PM	06 Mar, 2025 07:18:38 PM	0:02:33		Internal
596115890407			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Mar, 2025 11:00:39 AM	19 Mar, 2025 01:46:53 PM	06 Mar, 2025 07:18:38 PM	0:02:33		Internal
596115890407			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Mar, 2025 11:00:39 AM	19 Mar, 2025 01:46:53 PM	06 Mar, 2025 07:18:38 PM	0:02:33		Internal
596115890407			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Mar, 2025 11:00:39 AM	19 Mar, 2025 01:46:53 PM	06 Mar, 2025 07:18:38 PM	0:02:33		Internal
596115890407			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Mar, 2025 11:00:39 AM	19 Mar, 2025 01:46:53 PM	06 Mar, 2025 07:18:38 PM	0:02:33		Internal
596115890407			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Mar, 2025 11:00:39 AM	19 Mar, 2025 01:46:53 PM	06 Mar, 2025 07:18:38 PM	0:02:33		Internal
596115890407			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		07 Mar, 2025 11:00:39 AM	19 Mar, 2025 01:46:53 PM	06 Mar, 2025 07:18:38 PM	0:02:33		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596115890407	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	[redacted]	07 Mar, 2025 11:00:39 AM	19 Mar, 2025 01:46:53 PM	06 Mar, 2025 07:18:38 PM	0:02:33		Internal
596115890407			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Mar, 2025 11:00:39 AM	19 Mar, 2025 01:46:53 PM	06 Mar, 2025 07:18:38 PM	0:02:33		Internal
596115890407			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Mar, 2025 11:00:39 AM	19 Mar, 2025 01:46:53 PM	06 Mar, 2025 07:18:38 PM	0:02:33		Internal
596116407563			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Mar, 2025 09:31:09 AM	19 Mar, 2025 03:13:28 PM	10 Mar, 2025 07:09:41 PM	0:06:37		Internal
596116407563			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Mar, 2025 09:31:09 AM	19 Mar, 2025 03:13:28 PM	10 Mar, 2025 07:09:41 PM	0:06:37		Internal
596116407563			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Mar, 2025 09:31:09 AM	19 Mar, 2025 03:13:28 PM	10 Mar, 2025 07:09:41 PM	0:06:37		Internal
596116407563			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Mar, 2025 09:31:09 AM	19 Mar, 2025 03:13:28 PM	10 Mar, 2025 07:09:41 PM	0:06:37		Internal
596116407563			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Mar, 2025 09:31:09 AM	19 Mar, 2025 03:13:28 PM	10 Mar, 2025 07:09:41 PM	0:06:37		Internal
596116407563			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Mar, 2025 09:31:09 AM	19 Mar, 2025 03:13:28 PM	10 Mar, 2025 07:09:41 PM	0:06:37		Internal
596116407563			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Mar, 2025 09:31:09 AM	19 Mar, 2025 03:13:28 PM	10 Mar, 2025 07:09:41 PM	0:06:37		Internal
596116407563			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Mar, 2025 09:31:09 AM	19 Mar, 2025 03:13:28 PM	10 Mar, 2025 07:09:41 PM	0:06:37		Internal
596116407563			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Mar, 2025 09:31:09 AM	19 Mar, 2025 03:13:28 PM	10 Mar, 2025 07:09:41 PM	0:06:37		Internal
596116407563			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Mar, 2025 09:31:09 AM	19 Mar, 2025 03:13:28 PM	10 Mar, 2025 07:09:41 PM	0:06:37		Internal
596116407563			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Mar, 2025 09:31:09 AM	19 Mar, 2025 03:13:28 PM	10 Mar, 2025 07:09:41 PM	0:06:37		Internal
596116407563			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Mar, 2025 09:31:09 AM	19 Mar, 2025 03:13:28 PM	10 Mar, 2025 07:09:41 PM	0:06:37		Internal
596116407563			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Mar, 2025 09:31:09 AM	19 Mar, 2025 03:13:28 PM	10 Mar, 2025 07:09:41 PM	0:06:37		Internal
596116407563			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Mar, 2025 09:31:09 AM	19 Mar, 2025 03:13:28 PM	10 Mar, 2025 07:09:41 PM	0:06:37		Internal
596116407563			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Mar, 2025 09:31:09 AM	19 Mar, 2025 03:13:28 PM	10 Mar, 2025 07:09:41 PM	0:06:37		Internal
596116407563			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Mar, 2025 09:31:09 AM	19 Mar, 2025 03:13:28 PM	10 Mar, 2025 07:09:41 PM	0:06:37		Internal
596116407563			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Mar, 2025 09:31:09 AM	19 Mar, 2025 03:13:28 PM	10 Mar, 2025 07:09:41 PM	0:06:37		Internal
596116407563			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Mar, 2025 09:31:09 AM	19 Mar, 2025 03:13:28 PM	10 Mar, 2025 07:09:41 PM	0:06:37		Internal
596116407563			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Mar, 2025 09:31:09 AM	19 Mar, 2025 03:13:28 PM	10 Mar, 2025 07:09:41 PM	0:06:37		Internal
596116407563			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Mar, 2025 09:31:09 AM	19 Mar, 2025 03:13:28 PM	10 Mar, 2025 07:09:41 PM	0:06:37		Internal
596116407563			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Mar, 2025 09:31:09 AM	19 Mar, 2025 03:13:28 PM	10 Mar, 2025 07:09:41 PM	0:06:37		Internal
596116407563			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Mar, 2025 09:31:09 AM	19 Mar, 2025 03:13:28 PM	10 Mar, 2025 07:09:41 PM	0:06:37		Internal
596116407563			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		12 Mar, 2025 09:31:09 AM	19 Mar, 2025 03:13:28 PM	10 Mar, 2025 07:09:41 PM	0:06:37		Internal
596116407563			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Mar, 2025 09:31:09 AM	19 Mar, 2025 03:13:28 PM	10 Mar, 2025 07:09:41 PM	0:06:37		Internal
596116407563			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Mar, 2025 09:31:09 AM	19 Mar, 2025 03:13:28 PM	10 Mar, 2025 07:09:41 PM	0:06:37		Internal
596116407563			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Mar, 2025 09:31:09 AM	19 Mar, 2025 03:13:28 PM	10 Mar, 2025 07:09:41 PM	0:06:37		Internal
596116330354			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Mar, 2025 03:31:26 PM	19 Mar, 2025 03:17:08 PM	10 Mar, 2025 03:28:45 PM	0:02:05		Internal
596116330354			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Mar, 2025 03:31:26 PM	19 Mar, 2025 03:17:08 PM	10 Mar, 2025 03:28:45 PM	0:02:05		Internal
596116330354			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Mar, 2025 03:31:26 PM	19 Mar, 2025 03:17:08 PM	10 Mar, 2025 03:28:45 PM	0:02:05		Internal
596116330354			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Mar, 2025 03:31:26 PM	19 Mar, 2025 03:17:08 PM	10 Mar, 2025 03:28:45 PM	0:02:05		Internal
596116330354			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Mar, 2025 03:31:26 PM	19 Mar, 2025 03:17:08 PM	10 Mar, 2025 03:28:45 PM	0:02:05		Internal
596116330354			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Mar, 2025 03:31:26 PM	19 Mar, 2025 03:17:08 PM	10 Mar, 2025 03:28:45 PM	0:02:05		Internal
596116330354			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Mar, 2025 03:31:26 PM	19 Mar, 2025 03:17:08 PM	10 Mar, 2025 03:28:45 PM	0:02:05		Internal
596116330354			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Mar, 2025 03:31:26 PM	19 Mar, 2025 03:17:08 PM	10 Mar, 2025 03:28:45 PM	0:02:05		Internal
596116330354			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Mar, 2025 03:31:26 PM	19 Mar, 2025 03:17:08 PM	10 Mar, 2025 03:28:45 PM	0:02:05		Internal
596116330354			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Mar, 2025 03:31:26 PM	19 Mar, 2025 03:17:08 PM	10 Mar, 2025 03:28:45 PM	0:02:05		Internal
596116330354			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Mar, 2025 03:31:26 PM	19 Mar, 2025 03:17:08 PM	10 Mar, 2025 03:28:45 PM	0:02:05		Internal
596116330354			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Mar, 2025 03:31:26 PM	19 Mar, 2025 03:17:08 PM	10 Mar, 2025 03:28:45 PM	0:02:05		Internal
596116330354			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Mar, 2025 03:31:26 PM	19 Mar, 2025 03:17:08 PM	10 Mar, 2025 03:28:45 PM	0:02:05		Internal

Master Contact	[redacted]	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596116330354		CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Mar, 2025 03:31:26 PM	19 Mar, 2025 03:17:08 PM	10 Mar, 2025 03:28:45 PM	0:02:05		Internal
596116330354		CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Mar, 2025 03:31:26 PM	19 Mar, 2025 03:17:08 PM	10 Mar, 2025 03:28:45 PM	0:02:05		Internal
596116330354		CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Mar, 2025 03:31:26 PM	19 Mar, 2025 03:17:08 PM	10 Mar, 2025 03:28:45 PM	0:02:05		Internal
596116330354		CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Mar, 2025 03:31:26 PM	19 Mar, 2025 03:17:08 PM	10 Mar, 2025 03:28:45 PM	0:02:05		Internal
596116330354		CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Mar, 2025 03:31:26 PM	19 Mar, 2025 03:17:08 PM	10 Mar, 2025 03:28:45 PM	0:02:05		Internal
596116330354		CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Mar, 2025 03:31:26 PM	19 Mar, 2025 03:17:08 PM	10 Mar, 2025 03:28:45 PM	0:02:05		Internal
596116330354		CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Mar, 2025 03:31:26 PM	19 Mar, 2025 03:17:08 PM	10 Mar, 2025 03:28:45 PM	0:02:05		Internal
596116330354		CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Mar, 2025 03:31:26 PM	19 Mar, 2025 03:17:08 PM	10 Mar, 2025 03:28:45 PM	0:02:05		Internal
596116330354		CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Mar, 2025 03:31:26 PM	19 Mar, 2025 03:17:08 PM	10 Mar, 2025 03:28:45 PM	0:02:05		Internal
596116330354		CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Mar, 2025 03:31:26 PM	19 Mar, 2025 03:17:08 PM	10 Mar, 2025 03:28:45 PM	0:02:05		Internal
596116330354		CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Mar, 2025 03:31:26 PM	19 Mar, 2025 03:17:08 PM	10 Mar, 2025 03:28:45 PM	0:02:05		Internal
596116330354		CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Mar, 2025 03:31:26 PM	19 Mar, 2025 03:17:08 PM	10 Mar, 2025 03:28:45 PM	0:02:05		Internal
596116330354		CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Mar, 2025 03:31:26 PM	19 Mar, 2025 03:17:08 PM	10 Mar, 2025 03:28:45 PM	0:02:05		Internal
597058101089		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Mar, 2025 03:11:04 PM	19 Mar, 2025 03:22:06 PM	14 Mar, 2025 08:22:01 PM	0:03:29		Internal
597058101089		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Mar, 2025 03:11:04 PM	19 Mar, 2025 03:22:06 PM	14 Mar, 2025 08:22:01 PM	0:03:29		Internal
597058101089		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Mar, 2025 03:11:04 PM	19 Mar, 2025 03:22:06 PM	14 Mar, 2025 08:22:01 PM	0:03:29		Internal
597058101089		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Mar, 2025 03:11:04 PM	19 Mar, 2025 03:22:06 PM	14 Mar, 2025 08:22:01 PM	0:03:29		Internal
597058101089		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Mar, 2025 03:11:04 PM	19 Mar, 2025 03:22:06 PM	14 Mar, 2025 08:22:01 PM	0:03:29		Internal
597058101089		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Mar, 2025 03:11:04 PM	19 Mar, 2025 03:22:06 PM	14 Mar, 2025 08:22:01 PM	0:03:29		Internal
597058101089		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Mar, 2025 03:11:04 PM	19 Mar, 2025 03:22:06 PM	14 Mar, 2025 08:22:01 PM	0:03:29		Internal
597058101089		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Mar, 2025 03:11:04 PM	19 Mar, 2025 03:22:06 PM	14 Mar, 2025 08:22:01 PM	0:03:29		Internal
597058101089		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Mar, 2025 03:11:04 PM	19 Mar, 2025 03:22:06 PM	14 Mar, 2025 08:22:01 PM	0:03:29		Internal
597058101089		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Mar, 2025 03:11:04 PM	19 Mar, 2025 03:22:06 PM	14 Mar, 2025 08:22:01 PM	0:03:29		Internal
597058101089		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Mar, 2025 03:11:04 PM	19 Mar, 2025 03:22:06 PM	14 Mar, 2025 08:22:01 PM	0:03:29		Internal
597058101089		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Mar, 2025 03:11:04 PM	19 Mar, 2025 03:22:06 PM	14 Mar, 2025 08:22:01 PM	0:03:29		Internal
597058101089		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Mar, 2025 03:11:04 PM	19 Mar, 2025 03:22:06 PM	14 Mar, 2025 08:22:01 PM	0:03:29		Internal
597058101089		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Mar, 2025 03:11:04 PM	19 Mar, 2025 03:22:06 PM	14 Mar, 2025 08:22:01 PM	0:03:29		Internal
597058101089		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Mar, 2025 03:11:04 PM	19 Mar, 2025 03:22:06 PM	14 Mar, 2025 08:22:01 PM	0:03:29		Internal
597058101089		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Mar, 2025 03:11:04 PM	19 Mar, 2025 03:22:06 PM	14 Mar, 2025 08:22:01 PM	0:03:29		Internal
597058101089		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Mar, 2025 03:11:04 PM	19 Mar, 2025 03:22:06 PM	14 Mar, 2025 08:22:01 PM	0:03:29		Internal
597058101089		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Mar, 2025 03:11:04 PM	19 Mar, 2025 03:22:06 PM	14 Mar, 2025 08:22:01 PM	0:03:29		Internal
597058101089		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Mar, 2025 03:11:04 PM	19 Mar, 2025 03:22:06 PM	14 Mar, 2025 08:22:01 PM	0:03:29		Internal
597058101089		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Mar, 2025 03:11:04 PM	19 Mar, 2025 03:22:06 PM	14 Mar, 2025 08:22:01 PM	0:03:29		Internal
597058101089		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Mar, 2025 03:11:04 PM	19 Mar, 2025 03:22:06 PM	14 Mar, 2025 08:22:01 PM	0:03:29		Internal
597058101089		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Mar, 2025 03:11:04 PM	19 Mar, 2025 03:22:06 PM	14 Mar, 2025 08:22:01 PM	0:03:29		Internal
597058101089		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		19 Mar, 2025 03:11:04 PM	19 Mar, 2025 03:22:06 PM	14 Mar, 2025 08:22:01 PM	0:03:29		Internal
597058101089		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Mar, 2025 03:11:04 PM	19 Mar, 2025 03:22:06 PM	14 Mar, 2025 08:22:01 PM	0:03:29		Internal
597058101089		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Mar, 2025 03:11:04 PM	19 Mar, 2025 03:22:06 PM	14 Mar, 2025 08:22:01 PM	0:03:29		Internal
597058101089		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Mar, 2025 03:11:04 PM	19 Mar, 2025 03:22:06 PM	14 Mar, 2025 08:22:01 PM	0:03:29		Internal
596116307935		CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Mar, 2025 03:31:27 PM	19 Mar, 2025 03:59:45 PM	10 Mar, 2025 02:07:29 PM	0:08:33		Internal
596116307935		CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Mar, 2025 03:31:27 PM	19 Mar, 2025 03:59:45 PM	10 Mar, 2025 02:07:29 PM	0:08:33		Internal
596116307935		CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Mar, 2025 03:31:27 PM	19 Mar, 2025 03:59:45 PM	10 Mar, 2025 02:07:29 PM	0:08:33		Internal
596116307935		CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Mar, 2025 03:31:27 PM	19 Mar, 2025 03:59:45 PM	10 Mar, 2025 02:07:29 PM	0:08:33		Internal
596116307935		CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Mar, 2025 03:31:27 PM	19 Mar, 2025 03:59:45 PM	10 Mar, 2025 02:07:29 PM	0:08:33		Internal
596116307935		CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Mar, 2025 03:31:27 PM	19 Mar, 2025 03:59:45 PM	10 Mar, 2025 02:07:29 PM	0:08:33		Internal
596116307935		CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Mar, 2025 03:31:27 PM	19 Mar, 2025 03:59:45 PM	10 Mar, 2025 02:07:29 PM	0:08:33		Internal
596116307935		CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Mar, 2025 03:31:27 PM	19 Mar, 2025 03:59:45 PM	10 Mar, 2025 02:07:29 PM	0:08:33		Internal
596116307935		CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Mar, 2025 03:31:27 PM	19 Mar, 2025 03:59:45 PM	10 Mar, 2025 02:07:29 PM	0:08:33		Internal
596116307935		CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Mar, 2025 03:31:27 PM	19 Mar, 2025 03:59:45 PM	10 Mar, 2025 02:07:29 PM	0:08:33		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596116307935	[redacted]		CTE_Bus_Billing	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	10 Mar, 2025 03:31:27 PM	19 Mar, 2025 03:59:45 PM	10 Mar, 2025 02:07:29 PM	0:08:33		Internal
596116307935			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Mar, 2025 03:31:27 PM	19 Mar, 2025 03:59:45 PM	10 Mar, 2025 02:07:29 PM	0:08:33		Internal
596116307935			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Mar, 2025 03:31:27 PM	19 Mar, 2025 03:59:45 PM	10 Mar, 2025 02:07:29 PM	0:08:33		Internal
596116307935			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Mar, 2025 03:31:27 PM	19 Mar, 2025 03:59:45 PM	10 Mar, 2025 02:07:29 PM	0:08:33		Internal
596116307935			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Mar, 2025 03:31:27 PM	19 Mar, 2025 03:59:45 PM	10 Mar, 2025 02:07:29 PM	0:08:33		Internal
596116307935			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Mar, 2025 03:31:27 PM	19 Mar, 2025 03:59:45 PM	10 Mar, 2025 02:07:29 PM	0:08:33		Internal
596116307935			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Mar, 2025 03:31:27 PM	19 Mar, 2025 03:59:45 PM	10 Mar, 2025 02:07:29 PM	0:08:33		Internal
596116307935			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Mar, 2025 03:31:27 PM	19 Mar, 2025 03:59:45 PM	10 Mar, 2025 02:07:29 PM	0:08:33		Internal
596116307935			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Mar, 2025 03:31:27 PM	19 Mar, 2025 03:59:45 PM	10 Mar, 2025 02:07:29 PM	0:08:33		Internal
596116307935			CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Mar, 2025 03:31:27 PM	19 Mar, 2025 03:59:45 PM	10 Mar, 2025 02:07:29 PM	0:08:33		Internal
596116307935			CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Mar, 2025 03:31:27 PM	19 Mar, 2025 03:59:45 PM	10 Mar, 2025 02:07:29 PM	0:08:33		Internal
596116307935			CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Mar, 2025 03:31:27 PM	19 Mar, 2025 03:59:45 PM	10 Mar, 2025 02:07:29 PM	0:08:33		Internal
596116307935			CTE_Bus_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Mar, 2025 03:31:27 PM	19 Mar, 2025 03:59:45 PM	10 Mar, 2025 02:07:29 PM	0:08:33		Internal
596116307935			CTE_Bus_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Mar, 2025 03:31:27 PM	19 Mar, 2025 03:59:45 PM	10 Mar, 2025 02:07:29 PM	0:08:33		Internal
596116307935			CTE_Bus_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Mar, 2025 03:31:27 PM	19 Mar, 2025 03:59:45 PM	10 Mar, 2025 02:07:29 PM	0:08:33		Internal
596116307935			CTE_Bus_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Mar, 2025 03:31:27 PM	19 Mar, 2025 03:59:45 PM	10 Mar, 2025 02:07:29 PM	0:08:33		Internal
597058075383			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Mar, 2025 04:53:57 PM	19 Mar, 2025 05:01:29 PM	14 Mar, 2025 06:28:52 PM	0:03:04		Internal
597058075383			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Mar, 2025 04:53:57 PM	19 Mar, 2025 05:01:29 PM	14 Mar, 2025 06:28:52 PM	0:03:04		Internal
597058075383			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Mar, 2025 04:53:57 PM	19 Mar, 2025 05:01:29 PM	14 Mar, 2025 06:28:52 PM	0:03:04		Internal
597058075383			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Mar, 2025 04:53:57 PM	19 Mar, 2025 05:01:29 PM	14 Mar, 2025 06:28:52 PM	0:03:04		Internal
597058075383			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Mar, 2025 04:53:57 PM	19 Mar, 2025 05:01:29 PM	14 Mar, 2025 06:28:52 PM	0:03:04		Internal
597058075383			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Mar, 2025 04:53:57 PM	19 Mar, 2025 05:01:29 PM	14 Mar, 2025 06:28:52 PM	0:03:04		Internal
597058075383			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Mar, 2025 04:53:57 PM	19 Mar, 2025 05:01:29 PM	14 Mar, 2025 06:28:52 PM	0:03:04		Internal
597058075383			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Mar, 2025 04:53:57 PM	19 Mar, 2025 05:01:29 PM	14 Mar, 2025 06:28:52 PM	0:03:04		Internal
597058075383			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Mar, 2025 04:53:57 PM	19 Mar, 2025 05:01:29 PM	14 Mar, 2025 06:28:52 PM	0:03:04		Internal
597058075383			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Mar, 2025 04:53:57 PM	19 Mar, 2025 05:01:29 PM	14 Mar, 2025 06:28:52 PM	0:03:04		Internal
597058075383			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Mar, 2025 04:53:57 PM	19 Mar, 2025 05:01:29 PM	14 Mar, 2025 06:28:52 PM	0:03:04		Internal
597058075383			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Mar, 2025 04:53:57 PM	19 Mar, 2025 05:01:29 PM	14 Mar, 2025 06:28:52 PM	0:03:04		Internal
597058075383			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Mar, 2025 04:53:57 PM	19 Mar, 2025 05:01:29 PM	14 Mar, 2025 06:28:52 PM	0:03:04		Internal
597058075383			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Mar, 2025 04:53:57 PM	19 Mar, 2025 05:01:29 PM	14 Mar, 2025 06:28:52 PM	0:03:04		Internal
597058075383			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Mar, 2025 04:53:57 PM	19 Mar, 2025 05:01:29 PM	14 Mar, 2025 06:28:52 PM	0:03:04		Internal
597058075383			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Mar, 2025 04:53:57 PM	19 Mar, 2025 05:01:29 PM	14 Mar, 2025 06:28:52 PM	0:03:04		Internal
597058075383			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Mar, 2025 04:53:57 PM	19 Mar, 2025 05:01:29 PM	14 Mar, 2025 06:28:52 PM	0:03:04		Internal
597058075383			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Mar, 2025 04:53:57 PM	19 Mar, 2025 05:01:29 PM	14 Mar, 2025 06:28:52 PM	0:03:04		Internal
597058075383			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Mar, 2025 04:53:57 PM	19 Mar, 2025 05:01:29 PM	14 Mar, 2025 06:28:52 PM	0:03:04		Internal
597058075383			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Mar, 2025 04:53:57 PM	19 Mar, 2025 05:01:29 PM	14 Mar, 2025 06:28:52 PM	0:03:04		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597058075383	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	[redacted]	19 Mar, 2025 04:53:57 PM	19 Mar, 2025 05:01:29 PM	14 Mar, 2025 06:28:52 PM	0:03:04		Internal
597058075383			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Mar, 2025 04:53:57 PM	19 Mar, 2025 05:01:29 PM	14 Mar, 2025 06:28:52 PM	0:03:04		Internal
597058075383			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		19 Mar, 2025 04:53:57 PM	19 Mar, 2025 05:01:29 PM	14 Mar, 2025 06:28:52 PM	0:03:04		Internal
597058075383			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Mar, 2025 04:53:57 PM	19 Mar, 2025 05:01:29 PM	14 Mar, 2025 06:28:52 PM	0:03:04		Internal
597058075383			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Mar, 2025 04:53:57 PM	19 Mar, 2025 05:01:29 PM	14 Mar, 2025 06:28:52 PM	0:03:04		Internal
597058075383			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Mar, 2025 04:53:57 PM	19 Mar, 2025 05:01:29 PM	14 Mar, 2025 06:28:52 PM	0:03:04		Internal
597058518927			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Mar, 2025 10:15:46 PM	19 Mar, 2025 05:19:03 PM	18 Mar, 2025 09:13:13 PM	0:06:29		Internal
597058518927			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Mar, 2025 10:15:46 PM	19 Mar, 2025 05:19:03 PM	18 Mar, 2025 09:13:13 PM	0:06:29		Internal
597058518927			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Mar, 2025 10:15:46 PM	19 Mar, 2025 05:19:03 PM	18 Mar, 2025 09:13:13 PM	0:06:29		Internal
597058518927			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Mar, 2025 10:15:46 PM	19 Mar, 2025 05:19:03 PM	18 Mar, 2025 09:13:13 PM	0:06:29		Internal
597058518927			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Mar, 2025 10:15:46 PM	19 Mar, 2025 05:19:03 PM	18 Mar, 2025 09:13:13 PM	0:06:29		Internal
597058518927			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Mar, 2025 10:15:46 PM	19 Mar, 2025 05:19:03 PM	18 Mar, 2025 09:13:13 PM	0:06:29		Internal
597058518927			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Mar, 2025 10:15:46 PM	19 Mar, 2025 05:19:03 PM	18 Mar, 2025 09:13:13 PM	0:06:29		Internal
597058518927			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Mar, 2025 10:15:46 PM	19 Mar, 2025 05:19:03 PM	18 Mar, 2025 09:13:13 PM	0:06:29		Internal
597058518927			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Mar, 2025 10:15:46 PM	19 Mar, 2025 05:19:03 PM	18 Mar, 2025 09:13:13 PM	0:06:29		Internal
597058518927			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Mar, 2025 10:15:46 PM	19 Mar, 2025 05:19:03 PM	18 Mar, 2025 09:13:13 PM	0:06:29		Internal
597058518927			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Mar, 2025 10:15:46 PM	19 Mar, 2025 05:19:03 PM	18 Mar, 2025 09:13:13 PM	0:06:29		Internal
597058518927			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Mar, 2025 10:15:46 PM	19 Mar, 2025 05:19:03 PM	18 Mar, 2025 09:13:13 PM	0:06:29		Internal
597058518927			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Mar, 2025 10:15:46 PM	19 Mar, 2025 05:19:03 PM	18 Mar, 2025 09:13:13 PM	0:06:29		Internal
597058518927			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Mar, 2025 10:15:46 PM	19 Mar, 2025 05:19:03 PM	18 Mar, 2025 09:13:13 PM	0:06:29		Internal
597058518927			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Mar, 2025 10:15:46 PM	19 Mar, 2025 05:19:03 PM	18 Mar, 2025 09:13:13 PM	0:06:29		Internal
597058518927			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Mar, 2025 10:15:46 PM	19 Mar, 2025 05:19:03 PM	18 Mar, 2025 09:13:13 PM	0:06:29		Internal
597058518927			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Mar, 2025 10:15:46 PM	19 Mar, 2025 05:19:03 PM	18 Mar, 2025 09:13:13 PM	0:06:29		Internal
597058518927			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Mar, 2025 10:15:46 PM	19 Mar, 2025 05:19:03 PM	18 Mar, 2025 09:13:13 PM	0:06:29		Internal
597058518927			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Mar, 2025 10:15:46 PM	19 Mar, 2025 05:19:03 PM	18 Mar, 2025 09:13:13 PM	0:06:29		Internal
597058518927			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Mar, 2025 10:15:46 PM	19 Mar, 2025 05:19:03 PM	18 Mar, 2025 09:13:13 PM	0:06:29		Internal
597058518927			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Mar, 2025 10:15:46 PM	19 Mar, 2025 05:19:03 PM	18 Mar, 2025 09:13:13 PM	0:06:29		Internal
597058518927			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Mar, 2025 10:15:46 PM	19 Mar, 2025 05:19:03 PM	18 Mar, 2025 09:13:13 PM	0:06:29		Internal
597058518927			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		18 Mar, 2025 10:15:46 PM	19 Mar, 2025 05:19:03 PM	18 Mar, 2025 09:13:13 PM	0:06:29		Internal
597058518927			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Mar, 2025 10:15:46 PM	19 Mar, 2025 05:19:03 PM	18 Mar, 2025 09:13:13 PM	0:06:29		Internal
597058518927			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Mar, 2025 10:15:46 PM	19 Mar, 2025 05:19:03 PM	18 Mar, 2025 09:13:13 PM	0:06:29		Internal
597058518927			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Mar, 2025 10:15:46 PM	19 Mar, 2025 05:19:03 PM	18 Mar, 2025 09:13:13 PM	0:06:29		Internal
596116311115			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Mar, 2025 03:31:21 PM	19 Mar, 2025 05:21:36 PM	10 Mar, 2025 02:17:29 PM	0:05:49		Internal
596116311115			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Mar, 2025 03:31:21 PM	19 Mar, 2025 05:21:36 PM	10 Mar, 2025 02:17:29 PM	0:05:49		Internal
596116311115			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Mar, 2025 03:31:21 PM	19 Mar, 2025 05:21:36 PM	10 Mar, 2025 02:17:29 PM	0:05:49		Internal
596116311115			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Mar, 2025 03:31:21 PM	19 Mar, 2025 05:21:36 PM	10 Mar, 2025 02:17:29 PM	0:05:49		Internal
596116311115			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Mar, 2025 03:31:21 PM	19 Mar, 2025 05:21:36 PM	10 Mar, 2025 02:17:29 PM	0:05:49		Internal
596116311115			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Mar, 2025 03:31:21 PM	19 Mar, 2025 05:21:36 PM	10 Mar, 2025 02:17:29 PM	0:05:49		Internal
596116311115			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Mar, 2025 03:31:21 PM	19 Mar, 2025 05:21:36 PM	10 Mar, 2025 02:17:29 PM	0:05:49		Internal
596116311115			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Mar, 2025 03:31:21 PM	19 Mar, 2025 05:21:36 PM	10 Mar, 2025 02:17:29 PM	0:05:49		Internal
596116311115			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Mar, 2025 03:31:21 PM	19 Mar, 2025 05:21:36 PM	10 Mar, 2025 02:17:29 PM	0:05:49		Internal
596116311115			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Mar, 2025 03:31:21 PM	19 Mar, 2025 05:21:36 PM	10 Mar, 2025 02:17:29 PM	0:05:49		Internal
596116311115			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Mar, 2025 03:31:21 PM	19 Mar, 2025 05:21:36 PM	10 Mar, 2025 02:17:29 PM	0:05:49		Internal
596116311115			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Mar, 2025 03:31:21 PM	19 Mar, 2025 05:21:36 PM	10 Mar, 2025 02:17:29 PM	0:05:49		Internal
596116311115			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Mar, 2025 03:31:21 PM	19 Mar, 2025 05:21:36 PM	10 Mar, 2025 02:17:29 PM	0:05:49		Internal
596116311115			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Mar, 2025 03:31:21 PM	19 Mar, 2025 05:21:36 PM	10 Mar, 2025 02:17:29 PM	0:05:49		Internal
596116311115			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Mar, 2025 03:31:21 PM	19 Mar, 2025 05:21:36 PM	10 Mar, 2025 02:17:29 PM	0:05:49		Internal
596116311115			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Mar, 2025 03:31:21 PM	19 Mar, 2025 05:21:36 PM	10 Mar, 2025 02:17:29 PM	0:05:49		Internal
596116311115			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Mar, 2025 03:31:21 PM	19 Mar, 2025 05:21:36 PM	10 Mar, 2025 02:17:29 PM	0:05:49		Internal
596116311115			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Mar, 2025 03:31:21 PM	19 Mar, 2025 05:21:36 PM	10 Mar, 2025 02:17:29 PM	0:05:49		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596116311115	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	10 Mar, 2025 03:31:21 PM	19 Mar, 2025 05:21:36 PM	10 Mar, 2025 02:17:29 PM	0:05:49		Internal
596116311115			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Mar, 2025 03:31:21 PM	19 Mar, 2025 05:21:36 PM	10 Mar, 2025 02:17:29 PM	0:05:49		Internal
596116311115			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Mar, 2025 03:31:21 PM	19 Mar, 2025 05:21:36 PM	10 Mar, 2025 02:17:29 PM	0:05:49		Internal
596116311115			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Mar, 2025 03:31:21 PM	19 Mar, 2025 05:21:36 PM	10 Mar, 2025 02:17:29 PM	0:05:49		Internal
596116311115			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Mar, 2025 03:31:21 PM	19 Mar, 2025 05:21:36 PM	10 Mar, 2025 02:17:29 PM	0:05:49		Internal
596116311115			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Mar, 2025 03:31:21 PM	19 Mar, 2025 05:21:36 PM	10 Mar, 2025 02:17:29 PM	0:05:49		Internal
596116311115			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Mar, 2025 03:31:21 PM	19 Mar, 2025 05:21:36 PM	10 Mar, 2025 02:17:29 PM	0:05:49		Internal
596116311115			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Mar, 2025 03:31:21 PM	19 Mar, 2025 05:21:36 PM	10 Mar, 2025 02:17:29 PM	0:05:49		Internal
597057922598			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Mar, 2025 07:31:27 PM	19 Mar, 2025 05:36:10 PM	13 Mar, 2025 07:05:18 PM	0:03:59		Internal
597057922598			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Mar, 2025 07:31:27 PM	19 Mar, 2025 05:36:10 PM	13 Mar, 2025 07:05:18 PM	0:03:59		Internal
597057922598			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Mar, 2025 07:31:27 PM	19 Mar, 2025 05:36:10 PM	13 Mar, 2025 07:05:18 PM	0:03:59		Internal
597057922598			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Mar, 2025 07:31:27 PM	19 Mar, 2025 05:36:10 PM	13 Mar, 2025 07:05:18 PM	0:03:59		Internal
597057922598			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Mar, 2025 07:31:27 PM	19 Mar, 2025 05:36:10 PM	13 Mar, 2025 07:05:18 PM	0:03:59		Internal
597057922598			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Mar, 2025 07:31:27 PM	19 Mar, 2025 05:36:10 PM	13 Mar, 2025 07:05:18 PM	0:03:59		Internal
597057922598			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Mar, 2025 07:31:27 PM	19 Mar, 2025 05:36:10 PM	13 Mar, 2025 07:05:18 PM	0:03:59		Internal
597057922598			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Mar, 2025 07:31:27 PM	19 Mar, 2025 05:36:10 PM	13 Mar, 2025 07:05:18 PM	0:03:59		Internal
597057922598			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Mar, 2025 07:31:27 PM	19 Mar, 2025 05:36:10 PM	13 Mar, 2025 07:05:18 PM	0:03:59		Internal
597057922598			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Mar, 2025 07:31:27 PM	19 Mar, 2025 05:36:10 PM	13 Mar, 2025 07:05:18 PM	0:03:59		Internal
597057922598			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Mar, 2025 07:31:27 PM	19 Mar, 2025 05:36:10 PM	13 Mar, 2025 07:05:18 PM	0:03:59		Internal
597057922598			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Mar, 2025 07:31:27 PM	19 Mar, 2025 05:36:10 PM	13 Mar, 2025 07:05:18 PM	0:03:59		Internal
597057922598			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Mar, 2025 07:31:27 PM	19 Mar, 2025 05:36:10 PM	13 Mar, 2025 07:05:18 PM	0:03:59		Internal
597057922598			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Mar, 2025 07:31:27 PM	19 Mar, 2025 05:36:10 PM	13 Mar, 2025 07:05:18 PM	0:03:59		Internal
597057922598			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Mar, 2025 07:31:27 PM	19 Mar, 2025 05:36:10 PM	13 Mar, 2025 07:05:18 PM	0:03:59		Internal
597057922598			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Mar, 2025 07:31:27 PM	19 Mar, 2025 05:36:10 PM	13 Mar, 2025 07:05:18 PM	0:03:59		Internal
597057922598			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Mar, 2025 07:31:27 PM	19 Mar, 2025 05:36:10 PM	13 Mar, 2025 07:05:18 PM	0:03:59		Internal
597057922598			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 Mar, 2025 07:31:27 PM	19 Mar, 2025 05:36:10 PM	13 Mar, 2025 07:05:18 PM	0:03:59		Internal
597057922598			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Mar, 2025 07:31:27 PM	19 Mar, 2025 05:36:10 PM	13 Mar, 2025 07:05:18 PM	0:03:59		Internal
597057922598			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Mar, 2025 07:31:27 PM	19 Mar, 2025 05:36:10 PM	13 Mar, 2025 07:05:18 PM	0:03:59		Internal
597057922598			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Mar, 2025 07:31:27 PM	19 Mar, 2025 05:36:10 PM	13 Mar, 2025 07:05:18 PM	0:03:59		Internal
597057922598			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Mar, 2025 07:31:27 PM	19 Mar, 2025 05:36:10 PM	13 Mar, 2025 07:05:18 PM	0:03:59		Internal
597057922598			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		13 Mar, 2025 07:31:27 PM	19 Mar, 2025 05:36:10 PM	13 Mar, 2025 07:05:18 PM	0:03:59		Internal
597057922598			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Mar, 2025 07:31:27 PM	19 Mar, 2025 05:36:10 PM	13 Mar, 2025 07:05:18 PM	0:03:59		Internal
597057922598			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Mar, 2025 07:31:27 PM	19 Mar, 2025 05:36:10 PM	13 Mar, 2025 07:05:18 PM	0:03:59		Internal
597057922598			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Mar, 2025 07:31:27 PM	19 Mar, 2025 05:36:10 PM	13 Mar, 2025 07:05:18 PM	0:03:59		Internal
597058489471			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Mar, 2025 05:43:35 PM	19 Mar, 2025 05:48:20 PM	18 Mar, 2025 07:03:07 PM	0:02:56		Internal
597058489471			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Mar, 2025 05:43:35 PM	19 Mar, 2025 05:48:20 PM	18 Mar, 2025 07:03:07 PM	0:02:56		Internal
597058489471			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Mar, 2025 05:43:35 PM	19 Mar, 2025 05:48:20 PM	18 Mar, 2025 07:03:07 PM	0:02:56		Internal
597058489471			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Mar, 2025 05:43:35 PM	19 Mar, 2025 05:48:20 PM	18 Mar, 2025 07:03:07 PM	0:02:56		Internal
597058489471			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Mar, 2025 05:43:35 PM	19 Mar, 2025 05:48:20 PM	18 Mar, 2025 07:03:07 PM	0:02:56		Internal
597058489471			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Mar, 2025 05:43:35 PM	19 Mar, 2025 05:48:20 PM	18 Mar, 2025 07:03:07 PM	0:02:56		Internal
597058489471			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Mar, 2025 05:43:35 PM	19 Mar, 2025 05:48:20 PM	18 Mar, 2025 07:03:07 PM	0:02:56		Internal
597058489471			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Mar, 2025 05:43:35 PM	19 Mar, 2025 05:48:20 PM	18 Mar, 2025 07:03:07 PM	0:02:56		Internal
597058489471			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Mar, 2025 05:43:35 PM	19 Mar, 2025 05:48:20 PM	18 Mar, 2025 07:03:07 PM	0:02:56		Internal
597058489471			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Mar, 2025 05:43:35 PM	19 Mar, 2025 05:48:20 PM	18 Mar, 2025 07:03:07 PM	0:02:56		Internal
597058489471			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Mar, 2025 05:43:35 PM	19 Mar, 2025 05:48:20 PM	18 Mar, 2025 07:03:07 PM	0:02:56		Internal
597058489471			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Mar, 2025 05:43:35 PM	19 Mar, 2025 05:48:20 PM	18 Mar, 2025 07:03:07 PM	0:02:56		Internal
597058489471			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Mar, 2025 05:43:35 PM	19 Mar, 2025 05:48:20 PM	18 Mar, 2025 07:03:07 PM	0:02:56		Internal
597058489471			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Mar, 2025 05:43:35 PM	19 Mar, 2025 05:48:20 PM	18 Mar, 2025 07:03:07 PM	0:02:56		Internal

Master Contact	Agent Name	Team	Skill		Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597058489471	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	19 Mar, 2025 05:43:35 PM	19 Mar, 2025 05:48:20 PM	18 Mar, 2025 07:03:07 PM	0:02:56		Internal
597058489471			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Mar, 2025 05:43:35 PM	19 Mar, 2025 05:48:20 PM	18 Mar, 2025 07:03:07 PM	0:02:56		Internal
597058489471			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Mar, 2025 05:43:35 PM	19 Mar, 2025 05:48:20 PM	18 Mar, 2025 07:03:07 PM	0:02:56		Internal
597058489471			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Mar, 2025 05:43:35 PM	19 Mar, 2025 05:48:20 PM	18 Mar, 2025 07:03:07 PM	0:02:56		Internal
597058489471			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Mar, 2025 05:43:35 PM	19 Mar, 2025 05:48:20 PM	18 Mar, 2025 07:03:07 PM	0:02:56		Internal
597058489471			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Mar, 2025 05:43:35 PM	19 Mar, 2025 05:48:20 PM	18 Mar, 2025 07:03:07 PM	0:02:56		Internal
597058489471			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Mar, 2025 05:43:35 PM	19 Mar, 2025 05:48:20 PM	18 Mar, 2025 07:03:07 PM	0:02:56		Internal
597058489471			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Mar, 2025 05:43:35 PM	19 Mar, 2025 05:48:20 PM	18 Mar, 2025 07:03:07 PM	0:02:56		Internal
597058489471			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		19 Mar, 2025 05:43:35 PM	19 Mar, 2025 05:48:20 PM	18 Mar, 2025 07:03:07 PM	0:02:56		Internal
597058489471			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Mar, 2025 05:43:35 PM	19 Mar, 2025 05:48:20 PM	18 Mar, 2025 07:03:07 PM	0:02:56		Internal
597058489471			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Mar, 2025 05:43:35 PM	19 Mar, 2025 05:48:20 PM	18 Mar, 2025 07:03:07 PM	0:02:56		Internal
597058489471			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Mar, 2025 05:43:35 PM	19 Mar, 2025 05:48:20 PM	18 Mar, 2025 07:03:07 PM	0:02:56		Internal
596116315759			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Mar, 2025 11:31:12 PM	19 Mar, 2025 05:48:31 PM	10 Mar, 2025 02:49:25 PM	0:03:27		Internal
596116315759			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Mar, 2025 11:31:12 PM	19 Mar, 2025 05:48:31 PM	10 Mar, 2025 02:49:25 PM	0:03:27		Internal
596116315759			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Mar, 2025 11:31:12 PM	19 Mar, 2025 05:48:31 PM	10 Mar, 2025 02:49:25 PM	0:03:27		Internal
596116315759			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Mar, 2025 11:31:12 PM	19 Mar, 2025 05:48:31 PM	10 Mar, 2025 02:49:25 PM	0:03:27		Internal
596116315759			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Mar, 2025 11:31:12 PM	19 Mar, 2025 05:48:31 PM	10 Mar, 2025 02:49:25 PM	0:03:27		Internal
596116315759			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Mar, 2025 11:31:12 PM	19 Mar, 2025 05:48:31 PM	10 Mar, 2025 02:49:25 PM	0:03:27		Internal
596116315759			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Mar, 2025 11:31:12 PM	19 Mar, 2025 05:48:31 PM	10 Mar, 2025 02:49:25 PM	0:03:27		Internal
596116315759			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Mar, 2025 11:31:12 PM	19 Mar, 2025 05:48:31 PM	10 Mar, 2025 02:49:25 PM	0:03:27		Internal
596116315759			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Mar, 2025 11:31:12 PM	19 Mar, 2025 05:48:31 PM	10 Mar, 2025 02:49:25 PM	0:03:27		Internal
596116315759			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Mar, 2025 11:31:12 PM	19 Mar, 2025 05:48:31 PM	10 Mar, 2025 02:49:25 PM	0:03:27		Internal
596116315759			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Mar, 2025 11:31:12 PM	19 Mar, 2025 05:48:31 PM	10 Mar, 2025 02:49:25 PM	0:03:27		Internal
596116315759			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Mar, 2025 11:31:12 PM	19 Mar, 2025 05:48:31 PM	10 Mar, 2025 02:49:25 PM	0:03:27		Internal
596116315759			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Mar, 2025 11:31:12 PM	19 Mar, 2025 05:48:31 PM	10 Mar, 2025 02:49:25 PM	0:03:27		Internal
596116315759			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Mar, 2025 11:31:12 PM	19 Mar, 2025 05:48:31 PM	10 Mar, 2025 02:49:25 PM	0:03:27		Internal
596116315759			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Mar, 2025 11:31:12 PM	19 Mar, 2025 05:48:31 PM	10 Mar, 2025 02:49:25 PM	0:03:27		Internal
596116315759			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Mar, 2025 11:31:12 PM	19 Mar, 2025 05:48:31 PM	10 Mar, 2025 02:49:25 PM	0:03:27		Internal
596116315759			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Mar, 2025 11:31:12 PM	19 Mar, 2025 05:48:31 PM	10 Mar, 2025 02:49:25 PM	0:03:27		Internal
596116315759			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Mar, 2025 11:31:12 PM	19 Mar, 2025 05:48:31 PM	10 Mar, 2025 02:49:25 PM	0:03:27		Internal
596116315759			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Mar, 2025 11:31:12 PM	19 Mar, 2025 05:48:31 PM	10 Mar, 2025 02:49:25 PM	0:03:27		Internal
596116315759			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Mar, 2025 11:31:12 PM	19 Mar, 2025 05:48:31 PM	10 Mar, 2025 02:49:25 PM	0:03:27		Internal
596116315759			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Mar, 2025 11:31:12 PM	19 Mar, 2025 05:48:31 PM	10 Mar, 2025 02:49:25 PM	0:03:27		Internal

Master Contact	[redacted]	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596116315759		CTE_Bus_Solar	[redacted]	Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	[redacted]	10 Mar, 2025 11:31:12 PM	19 Mar, 2025 05:48:31 PM	10 Mar, 2025 02:49:25 PM	0:03:27		Internal
596116315759		CTE_Bus_Solar		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Mar, 2025 11:31:12 PM	19 Mar, 2025 05:48:31 PM	10 Mar, 2025 02:49:25 PM	0:03:27		Internal
596116315759		CTE_Bus_Solar		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Mar, 2025 11:31:12 PM	19 Mar, 2025 05:48:31 PM	10 Mar, 2025 02:49:25 PM	0:03:27		Internal
596116315759		CTE_Bus_Solar		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Mar, 2025 11:31:12 PM	19 Mar, 2025 05:48:31 PM	10 Mar, 2025 02:49:25 PM	0:03:27		Internal
596116315759		CTE_Bus_Solar		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Mar, 2025 11:31:12 PM	19 Mar, 2025 05:48:31 PM	10 Mar, 2025 02:49:25 PM	0:03:27		Internal
597058610713		CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Mar, 2025 06:00:44 PM	19 Mar, 2025 06:12:31 PM	19 Mar, 2025 04:24:47 PM	0:03:16		Internal
597058610713		CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Mar, 2025 06:00:44 PM	19 Mar, 2025 06:12:31 PM	19 Mar, 2025 04:24:47 PM	0:03:16		Internal
597058610713		CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Mar, 2025 06:00:44 PM	19 Mar, 2025 06:12:31 PM	19 Mar, 2025 04:24:47 PM	0:03:16		Internal
597058610713		CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Mar, 2025 06:00:44 PM	19 Mar, 2025 06:12:31 PM	19 Mar, 2025 04:24:47 PM	0:03:16		Internal
597058610713		CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Mar, 2025 06:00:44 PM	19 Mar, 2025 06:12:31 PM	19 Mar, 2025 04:24:47 PM	0:03:16		Internal
597058610713		CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Mar, 2025 06:00:44 PM	19 Mar, 2025 06:12:31 PM	19 Mar, 2025 04:24:47 PM	0:03:16		Internal
597058610713		CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Mar, 2025 06:00:44 PM	19 Mar, 2025 06:12:31 PM	19 Mar, 2025 04:24:47 PM	0:03:16		Internal
597058610713		CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Mar, 2025 06:00:44 PM	19 Mar, 2025 06:12:31 PM	19 Mar, 2025 04:24:47 PM	0:03:16		Internal
597058610713		CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Mar, 2025 06:00:44 PM	19 Mar, 2025 06:12:31 PM	19 Mar, 2025 04:24:47 PM	0:03:16		Internal
597058610713		CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Mar, 2025 06:00:44 PM	19 Mar, 2025 06:12:31 PM	19 Mar, 2025 04:24:47 PM	0:03:16		Internal
597058610713		CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Mar, 2025 06:00:44 PM	19 Mar, 2025 06:12:31 PM	19 Mar, 2025 04:24:47 PM	0:03:16		Internal
597058610713		CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Mar, 2025 06:00:44 PM	19 Mar, 2025 06:12:31 PM	19 Mar, 2025 04:24:47 PM	0:03:16		Internal
597058610713		CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Mar, 2025 06:00:44 PM	19 Mar, 2025 06:12:31 PM	19 Mar, 2025 04:24:47 PM	0:03:16		Internal
597058610713		CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Mar, 2025 06:00:44 PM	19 Mar, 2025 06:12:31 PM	19 Mar, 2025 04:24:47 PM	0:03:16		Internal
597058610713		CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Mar, 2025 06:00:44 PM	19 Mar, 2025 06:12:31 PM	19 Mar, 2025 04:24:47 PM	0:03:16		Internal
597058610713		CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Mar, 2025 06:00:44 PM	19 Mar, 2025 06:12:31 PM	19 Mar, 2025 04:24:47 PM	0:03:16		Internal
597058610713		CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Mar, 2025 06:00:44 PM	19 Mar, 2025 06:12:31 PM	19 Mar, 2025 04:24:47 PM	0:03:16		Internal
597058610713		CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Mar, 2025 06:00:44 PM	19 Mar, 2025 06:12:31 PM	19 Mar, 2025 04:24:47 PM	0:03:16		Internal
597058610713		CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Mar, 2025 06:00:44 PM	19 Mar, 2025 06:12:31 PM	19 Mar, 2025 04:24:47 PM	0:03:16		Internal
597058610713		CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Mar, 2025 06:00:44 PM	19 Mar, 2025 06:12:31 PM	19 Mar, 2025 04:24:47 PM	0:03:16		Internal
597058610713		CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Mar, 2025 06:00:44 PM	19 Mar, 2025 06:12:31 PM	19 Mar, 2025 04:24:47 PM	0:03:16		Internal
597058610713		CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Mar, 2025 06:00:44 PM	19 Mar, 2025 06:12:31 PM	19 Mar, 2025 04:24:47 PM	0:03:16		Internal
597058610713		CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		19 Mar, 2025 06:00:44 PM	19 Mar, 2025 06:12:31 PM	19 Mar, 2025 04:24:47 PM	0:03:16		Internal
597058610713		CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Mar, 2025 06:00:44 PM	19 Mar, 2025 06:12:31 PM	19 Mar, 2025 04:24:47 PM	0:03:16		Internal
597058610713		CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Mar, 2025 06:00:44 PM	19 Mar, 2025 06:12:31 PM	19 Mar, 2025 04:24:47 PM	0:03:16		Internal
597058610713		CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Mar, 2025 06:00:44 PM	19 Mar, 2025 06:12:31 PM	19 Mar, 2025 04:24:47 PM	0:03:16		Internal
597057651457		CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Mar, 2025 04:02:08 PM	19 Mar, 2025 06:17:52 PM	12 Mar, 2025 12:04:10 PM	0:04:05		Internal
597057651457		CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Mar, 2025 04:02:08 PM	19 Mar, 2025 06:17:52 PM	12 Mar, 2025 12:04:10 PM	0:04:05		Internal
597057651457		CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Mar, 2025 04:02:08 PM	19 Mar, 2025 06:17:52 PM	12 Mar, 2025 12:04:10 PM	0:04:05		Internal
597057651457		CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Mar, 2025 04:02:08 PM	19 Mar, 2025 06:17:52 PM	12 Mar, 2025 12:04:10 PM	0:04:05		Internal
597057651457		CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Mar, 2025 04:02:08 PM	19 Mar, 2025 06:17:52 PM	12 Mar, 2025 12:04:10 PM	0:04:05		Internal
597057651457		CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Mar, 2025 04:02:08 PM	19 Mar, 2025 06:17:52 PM	12 Mar, 2025 12:04:10 PM	0:04:05		Internal
597057651457		CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Mar, 2025 04:02:08 PM	19 Mar, 2025 06:17:52 PM	12 Mar, 2025 12:04:10 PM	0:04:05		Internal
597057651457		CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Mar, 2025 04:02:08 PM	19 Mar, 2025 06:17:52 PM	12 Mar, 2025 12:04:10 PM	0:04:05		Internal
597057651457		CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Mar, 2025 04:02:08 PM	19 Mar, 2025 06:17:52 PM	12 Mar, 2025 12:04:10 PM	0:04:05		Internal
597057651457		CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Mar, 2025 04:02:08 PM	19 Mar, 2025 06:17:52 PM	12 Mar, 2025 12:04:10 PM	0:04:05		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597057651457	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	19 Mar, 2025 04:02:08 PM	19 Mar, 2025 06:17:52 PM	12 Mar, 2025 12:04:10 PM	0:04:05		Internal
597057651457			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Mar, 2025 04:02:08 PM	19 Mar, 2025 06:17:52 PM	12 Mar, 2025 12:04:10 PM	0:04:05		Internal
597057651457			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Mar, 2025 04:02:08 PM	19 Mar, 2025 06:17:52 PM	12 Mar, 2025 12:04:10 PM	0:04:05		Internal
597057651457			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Mar, 2025 04:02:08 PM	19 Mar, 2025 06:17:52 PM	12 Mar, 2025 12:04:10 PM	0:04:05		Internal
597057651457			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Mar, 2025 04:02:08 PM	19 Mar, 2025 06:17:52 PM	12 Mar, 2025 12:04:10 PM	0:04:05		Internal
597057651457			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Mar, 2025 04:02:08 PM	19 Mar, 2025 06:17:52 PM	12 Mar, 2025 12:04:10 PM	0:04:05		Internal
597057651457			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Mar, 2025 04:02:08 PM	19 Mar, 2025 06:17:52 PM	12 Mar, 2025 12:04:10 PM	0:04:05		Internal
597057651457			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Mar, 2025 04:02:08 PM	19 Mar, 2025 06:17:52 PM	12 Mar, 2025 12:04:10 PM	0:04:05		Internal
597057651457			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Mar, 2025 04:02:08 PM	19 Mar, 2025 06:17:52 PM	12 Mar, 2025 12:04:10 PM	0:04:05		Internal
597057651457			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Mar, 2025 04:02:08 PM	19 Mar, 2025 06:17:52 PM	12 Mar, 2025 12:04:10 PM	0:04:05		Internal
597057651457			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Mar, 2025 04:02:08 PM	19 Mar, 2025 06:17:52 PM	12 Mar, 2025 12:04:10 PM	0:04:05		Internal
597057651457			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Mar, 2025 04:02:08 PM	19 Mar, 2025 06:17:52 PM	12 Mar, 2025 12:04:10 PM	0:04:05		Internal
597057651457			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		19 Mar, 2025 04:02:08 PM	19 Mar, 2025 06:17:52 PM	12 Mar, 2025 12:04:10 PM	0:04:05		Internal
597057651457			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Mar, 2025 04:02:08 PM	19 Mar, 2025 06:17:52 PM	12 Mar, 2025 12:04:10 PM	0:04:05		Internal
597057651457			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Mar, 2025 04:02:08 PM	19 Mar, 2025 06:17:52 PM	12 Mar, 2025 12:04:10 PM	0:04:05		Internal
597057651457			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Mar, 2025 04:02:08 PM	19 Mar, 2025 06:17:52 PM	12 Mar, 2025 12:04:10 PM	0:04:05		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Mar, 2025 06:14:58 PM	19 Mar, 2025 06:20:06 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Mar, 2025 06:14:58 PM	19 Mar, 2025 06:20:06 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Mar, 2025 06:14:58 PM	19 Mar, 2025 06:20:06 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Mar, 2025 06:14:58 PM	19 Mar, 2025 06:20:06 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Mar, 2025 06:14:58 PM	19 Mar, 2025 06:20:06 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Mar, 2025 06:14:58 PM	19 Mar, 2025 06:20:06 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Mar, 2025 06:14:58 PM	19 Mar, 2025 06:20:06 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Mar, 2025 06:14:58 PM	19 Mar, 2025 06:20:06 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Mar, 2025 06:14:58 PM	19 Mar, 2025 06:20:06 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Mar, 2025 06:14:58 PM	19 Mar, 2025 06:20:06 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Mar, 2025 06:14:58 PM	19 Mar, 2025 06:20:06 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Mar, 2025 06:14:58 PM	19 Mar, 2025 06:20:06 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Mar, 2025 06:14:58 PM	19 Mar, 2025 06:20:06 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Mar, 2025 06:14:58 PM	19 Mar, 2025 06:20:06 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Mar, 2025 06:14:58 PM	19 Mar, 2025 06:20:06 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Mar, 2025 06:14:58 PM	19 Mar, 2025 06:20:06 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Mar, 2025 06:14:58 PM	19 Mar, 2025 06:20:06 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Mar, 2025 06:14:58 PM	19 Mar, 2025 06:20:06 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597058239021	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	19 Mar, 2025 06:14:58 PM	19 Mar, 2025 06:20:06 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Mar, 2025 06:14:58 PM	19 Mar, 2025 06:20:06 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Mar, 2025 06:14:58 PM	19 Mar, 2025 06:20:06 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Mar, 2025 06:14:58 PM	19 Mar, 2025 06:20:06 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		19 Mar, 2025 06:14:58 PM	19 Mar, 2025 06:20:06 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Mar, 2025 06:14:58 PM	19 Mar, 2025 06:20:06 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Mar, 2025 06:14:58 PM	19 Mar, 2025 06:20:06 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Mar, 2025 06:14:58 PM	19 Mar, 2025 06:20:06 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058036061			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Mar, 2025 06:29:42 PM	19 Mar, 2025 06:36:52 PM	14 Mar, 2025 03:47:12 PM	0:03:47		Internal
597058036061			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Mar, 2025 06:29:42 PM	19 Mar, 2025 06:36:52 PM	14 Mar, 2025 03:47:12 PM	0:03:47		Internal
597058036061			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Mar, 2025 06:29:42 PM	19 Mar, 2025 06:36:52 PM	14 Mar, 2025 03:47:12 PM	0:03:47		Internal
597058036061			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Mar, 2025 06:29:42 PM	19 Mar, 2025 06:36:52 PM	14 Mar, 2025 03:47:12 PM	0:03:47		Internal
597058036061			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Mar, 2025 06:29:42 PM	19 Mar, 2025 06:36:52 PM	14 Mar, 2025 03:47:12 PM	0:03:47		Internal
597058036061			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Mar, 2025 06:29:42 PM	19 Mar, 2025 06:36:52 PM	14 Mar, 2025 03:47:12 PM	0:03:47		Internal
597058036061			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Mar, 2025 06:29:42 PM	19 Mar, 2025 06:36:52 PM	14 Mar, 2025 03:47:12 PM	0:03:47		Internal
597058036061			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Mar, 2025 06:29:42 PM	19 Mar, 2025 06:36:52 PM	14 Mar, 2025 03:47:12 PM	0:03:47		Internal
597058036061			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Mar, 2025 06:29:42 PM	19 Mar, 2025 06:36:52 PM	14 Mar, 2025 03:47:12 PM	0:03:47		Internal
597058036061			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Mar, 2025 06:29:42 PM	19 Mar, 2025 06:36:52 PM	14 Mar, 2025 03:47:12 PM	0:03:47		Internal
597058036061			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Mar, 2025 06:29:42 PM	19 Mar, 2025 06:36:52 PM	14 Mar, 2025 03:47:12 PM	0:03:47		Internal
597058036061			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Mar, 2025 06:29:42 PM	19 Mar, 2025 06:36:52 PM	14 Mar, 2025 03:47:12 PM	0:03:47		Internal
597058036061			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Mar, 2025 06:29:42 PM	19 Mar, 2025 06:36:52 PM	14 Mar, 2025 03:47:12 PM	0:03:47		Internal
597058036061			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Mar, 2025 06:29:42 PM	19 Mar, 2025 06:36:52 PM	14 Mar, 2025 03:47:12 PM	0:03:47		Internal
597058036061			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Mar, 2025 06:29:42 PM	19 Mar, 2025 06:36:52 PM	14 Mar, 2025 03:47:12 PM	0:03:47		Internal
597058036061			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Mar, 2025 06:29:42 PM	19 Mar, 2025 06:36:52 PM	14 Mar, 2025 03:47:12 PM	0:03:47		Internal
597058036061			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Mar, 2025 06:29:42 PM	19 Mar, 2025 06:36:52 PM	14 Mar, 2025 03:47:12 PM	0:03:47		Internal
597058036061			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Mar, 2025 06:29:42 PM	19 Mar, 2025 06:36:52 PM	14 Mar, 2025 03:47:12 PM	0:03:47		Internal
597058036061			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Mar, 2025 06:29:42 PM	19 Mar, 2025 06:36:52 PM	14 Mar, 2025 03:47:12 PM	0:03:47		Internal
597058036061			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Mar, 2025 06:29:42 PM	19 Mar, 2025 06:36:52 PM	14 Mar, 2025 03:47:12 PM	0:03:47		Internal
597058036061			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Mar, 2025 06:29:42 PM	19 Mar, 2025 06:36:52 PM	14 Mar, 2025 03:47:12 PM	0:03:47		Internal
597058036061			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Mar, 2025 06:29:42 PM	19 Mar, 2025 06:36:52 PM	14 Mar, 2025 03:47:12 PM	0:03:47		Internal
597058036061			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		19 Mar, 2025 06:29:42 PM	19 Mar, 2025 06:36:52 PM	14 Mar, 2025 03:47:12 PM	0:03:47		Internal
597058036061			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Mar, 2025 06:29:42 PM	19 Mar, 2025 06:36:52 PM	14 Mar, 2025 03:47:12 PM	0:03:47		Internal
597058036061			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Mar, 2025 06:29:42 PM	19 Mar, 2025 06:36:52 PM	14 Mar, 2025 03:47:12 PM	0:03:47		Internal
597058036061			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Mar, 2025 06:29:42 PM	19 Mar, 2025 06:36:52 PM	14 Mar, 2025 03:47:12 PM	0:03:47		Internal
597058225609			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Mar, 2025 06:48:17 PM	19 Mar, 2025 06:55:07 PM	17 Mar, 2025 02:13:21 PM	0:02:59		Internal
597058225609			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Mar, 2025 06:48:17 PM	19 Mar, 2025 06:55:07 PM	17 Mar, 2025 02:13:21 PM	0:02:59		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597058225609	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	[redacted]	19 Mar, 2025 06:48:17 PM	19 Mar, 2025 06:55:07 PM	17 Mar, 2025 02:13:21 PM	0:02:59		Internal
597058225609			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Mar, 2025 06:48:17 PM	19 Mar, 2025 06:55:07 PM	17 Mar, 2025 02:13:21 PM	0:02:59		Internal
597058225609			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Mar, 2025 06:48:17 PM	19 Mar, 2025 06:55:07 PM	17 Mar, 2025 02:13:21 PM	0:02:59		Internal
597058225609			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Mar, 2025 06:48:17 PM	19 Mar, 2025 06:55:07 PM	17 Mar, 2025 02:13:21 PM	0:02:59		Internal
597058225609			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Mar, 2025 06:48:17 PM	19 Mar, 2025 06:55:07 PM	17 Mar, 2025 02:13:21 PM	0:02:59		Internal
597058225609			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Mar, 2025 06:48:17 PM	19 Mar, 2025 06:55:07 PM	17 Mar, 2025 02:13:21 PM	0:02:59		Internal
597058225609			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Mar, 2025 06:48:17 PM	19 Mar, 2025 06:55:07 PM	17 Mar, 2025 02:13:21 PM	0:02:59		Internal
597058225609			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Mar, 2025 06:48:17 PM	19 Mar, 2025 06:55:07 PM	17 Mar, 2025 02:13:21 PM	0:02:59		Internal
597058225609			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Mar, 2025 06:48:17 PM	19 Mar, 2025 06:55:07 PM	17 Mar, 2025 02:13:21 PM	0:02:59		Internal
597058225609			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Mar, 2025 06:48:17 PM	19 Mar, 2025 06:55:07 PM	17 Mar, 2025 02:13:21 PM	0:02:59		Internal
597058225609			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Mar, 2025 06:48:17 PM	19 Mar, 2025 06:55:07 PM	17 Mar, 2025 02:13:21 PM	0:02:59		Internal
597058225609			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Mar, 2025 06:48:17 PM	19 Mar, 2025 06:55:07 PM	17 Mar, 2025 02:13:21 PM	0:02:59		Internal
597058225609			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Mar, 2025 06:48:17 PM	19 Mar, 2025 06:55:07 PM	17 Mar, 2025 02:13:21 PM	0:02:59		Internal
597058225609			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Mar, 2025 06:48:17 PM	19 Mar, 2025 06:55:07 PM	17 Mar, 2025 02:13:21 PM	0:02:59		Internal
597058225609			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Mar, 2025 06:48:17 PM	19 Mar, 2025 06:55:07 PM	17 Mar, 2025 02:13:21 PM	0:02:59		Internal
597058225609			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Mar, 2025 06:48:17 PM	19 Mar, 2025 06:55:07 PM	17 Mar, 2025 02:13:21 PM	0:02:59		Internal
597058225609			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Mar, 2025 06:48:17 PM	19 Mar, 2025 06:55:07 PM	17 Mar, 2025 02:13:21 PM	0:02:59		Internal
597058225609			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Mar, 2025 06:48:17 PM	19 Mar, 2025 06:55:07 PM	17 Mar, 2025 02:13:21 PM	0:02:59		Internal
597058225609			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Mar, 2025 06:48:17 PM	19 Mar, 2025 06:55:07 PM	17 Mar, 2025 02:13:21 PM	0:02:59		Internal
597058225609			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Mar, 2025 06:48:17 PM	19 Mar, 2025 06:55:07 PM	17 Mar, 2025 02:13:21 PM	0:02:59		Internal
597058225609			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		19 Mar, 2025 06:48:17 PM	19 Mar, 2025 06:55:07 PM	17 Mar, 2025 02:13:21 PM	0:02:59		Internal
597058225609			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Mar, 2025 06:48:17 PM	19 Mar, 2025 06:55:07 PM	17 Mar, 2025 02:13:21 PM	0:02:59		Internal
597058225609			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Mar, 2025 06:48:17 PM	19 Mar, 2025 06:55:07 PM	17 Mar, 2025 02:13:21 PM	0:02:59		Internal
597058225609			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Mar, 2025 06:48:17 PM	19 Mar, 2025 06:55:07 PM	17 Mar, 2025 02:13:21 PM	0:02:59		Internal
597058238811			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Mar, 2025 04:01:51 PM	19 Mar, 2025 07:36:31 PM	17 Mar, 2025 02:55:16 PM	0:05:17		Internal
597058238811			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Mar, 2025 04:01:51 PM	19 Mar, 2025 07:36:31 PM	17 Mar, 2025 02:55:16 PM	0:05:17		Internal
597058238811			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Mar, 2025 04:01:51 PM	19 Mar, 2025 07:36:31 PM	17 Mar, 2025 02:55:16 PM	0:05:17		Internal
597058238811			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Mar, 2025 04:01:51 PM	19 Mar, 2025 07:36:31 PM	17 Mar, 2025 02:55:16 PM	0:05:17		Internal
597058238811			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Mar, 2025 04:01:51 PM	19 Mar, 2025 07:36:31 PM	17 Mar, 2025 02:55:16 PM	0:05:17		Internal
597058238811			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Mar, 2025 04:01:51 PM	19 Mar, 2025 07:36:31 PM	17 Mar, 2025 02:55:16 PM	0:05:17		Internal
597058238811			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Mar, 2025 04:01:51 PM	19 Mar, 2025 07:36:31 PM	17 Mar, 2025 02:55:16 PM	0:05:17		Internal
597058238811			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Mar, 2025 04:01:51 PM	19 Mar, 2025 07:36:31 PM	17 Mar, 2025 02:55:16 PM	0:05:17		Internal
597058238811			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Mar, 2025 04:01:51 PM	19 Mar, 2025 07:36:31 PM	17 Mar, 2025 02:55:16 PM	0:05:17		Internal
597058238811			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Mar, 2025 04:01:51 PM	19 Mar, 2025 07:36:31 PM	17 Mar, 2025 02:55:16 PM	0:05:17		Internal
597058238811			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Mar, 2025 04:01:51 PM	19 Mar, 2025 07:36:31 PM	17 Mar, 2025 02:55:16 PM	0:05:17		Internal
597058238811			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Mar, 2025 04:01:51 PM	19 Mar, 2025 07:36:31 PM	17 Mar, 2025 02:55:16 PM	0:05:17		Internal
597058238811			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Mar, 2025 04:01:51 PM	19 Mar, 2025 07:36:31 PM	17 Mar, 2025 02:55:16 PM	0:05:17		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597058238811	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	[redacted]	17 Mar, 2025 04:01:51 PM	19 Mar, 2025 07:36:31 PM	17 Mar, 2025 02:55:16 PM	0:05:17		Internal
597058238811			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Mar, 2025 04:01:51 PM	19 Mar, 2025 07:36:31 PM	17 Mar, 2025 02:55:16 PM	0:05:17		Internal
597058238811			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Mar, 2025 04:01:51 PM	19 Mar, 2025 07:36:31 PM	17 Mar, 2025 02:55:16 PM	0:05:17		Internal
597058238811			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Mar, 2025 04:01:51 PM	19 Mar, 2025 07:36:31 PM	17 Mar, 2025 02:55:16 PM	0:05:17		Internal
597058238811			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Mar, 2025 04:01:51 PM	19 Mar, 2025 07:36:31 PM	17 Mar, 2025 02:55:16 PM	0:05:17		Internal
597058238811			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Mar, 2025 04:01:51 PM	19 Mar, 2025 07:36:31 PM	17 Mar, 2025 02:55:16 PM	0:05:17		Internal
597058238811			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Mar, 2025 04:01:51 PM	19 Mar, 2025 07:36:31 PM	17 Mar, 2025 02:55:16 PM	0:05:17		Internal
597058238811			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Mar, 2025 04:01:51 PM	19 Mar, 2025 07:36:31 PM	17 Mar, 2025 02:55:16 PM	0:05:17		Internal
597058238811			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Mar, 2025 04:01:51 PM	19 Mar, 2025 07:36:31 PM	17 Mar, 2025 02:55:16 PM	0:05:17		Internal
597058238811			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		17 Mar, 2025 04:01:51 PM	19 Mar, 2025 07:36:31 PM	17 Mar, 2025 02:55:16 PM	0:05:17		Internal
597058238811			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Mar, 2025 04:01:51 PM	19 Mar, 2025 07:36:31 PM	17 Mar, 2025 02:55:16 PM	0:05:17		Internal
597058238811			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Mar, 2025 04:01:51 PM	19 Mar, 2025 07:36:31 PM	17 Mar, 2025 02:55:16 PM	0:05:17		Internal
597058238811			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Mar, 2025 04:01:51 PM	19 Mar, 2025 07:36:31 PM	17 Mar, 2025 02:55:16 PM	0:05:17		Internal
597058257466			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Mar, 2025 02:01:08 PM	19 Mar, 2025 08:32:57 PM	17 Mar, 2025 03:52:52 PM	0:03:07		Internal
597058257466			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Mar, 2025 02:01:08 PM	19 Mar, 2025 08:32:57 PM	17 Mar, 2025 03:52:52 PM	0:03:07		Internal
597058257466			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Mar, 2025 02:01:08 PM	19 Mar, 2025 08:32:57 PM	17 Mar, 2025 03:52:52 PM	0:03:07		Internal
597058257466			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Mar, 2025 02:01:08 PM	19 Mar, 2025 08:32:57 PM	17 Mar, 2025 03:52:52 PM	0:03:07		Internal
597058257466			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Mar, 2025 02:01:08 PM	19 Mar, 2025 08:32:57 PM	17 Mar, 2025 03:52:52 PM	0:03:07		Internal
597058257466			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Mar, 2025 02:01:08 PM	19 Mar, 2025 08:32:57 PM	17 Mar, 2025 03:52:52 PM	0:03:07		Internal
597058257466			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Mar, 2025 02:01:08 PM	19 Mar, 2025 08:32:57 PM	17 Mar, 2025 03:52:52 PM	0:03:07		Internal
597058257466			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Mar, 2025 02:01:08 PM	19 Mar, 2025 08:32:57 PM	17 Mar, 2025 03:52:52 PM	0:03:07		Internal
597058257466			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Mar, 2025 02:01:08 PM	19 Mar, 2025 08:32:57 PM	17 Mar, 2025 03:52:52 PM	0:03:07		Internal
597058257466			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Mar, 2025 02:01:08 PM	19 Mar, 2025 08:32:57 PM	17 Mar, 2025 03:52:52 PM	0:03:07		Internal
597058257466			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Mar, 2025 02:01:08 PM	19 Mar, 2025 08:32:57 PM	17 Mar, 2025 03:52:52 PM	0:03:07		Internal
597058257466			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Mar, 2025 02:01:08 PM	19 Mar, 2025 08:32:57 PM	17 Mar, 2025 03:52:52 PM	0:03:07		Internal
597058257466			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Mar, 2025 02:01:08 PM	19 Mar, 2025 08:32:57 PM	17 Mar, 2025 03:52:52 PM	0:03:07		Internal
597058257466			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Mar, 2025 02:01:08 PM	19 Mar, 2025 08:32:57 PM	17 Mar, 2025 03:52:52 PM	0:03:07		Internal
597058257466			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Mar, 2025 02:01:08 PM	19 Mar, 2025 08:32:57 PM	17 Mar, 2025 03:52:52 PM	0:03:07		Internal
597058257466			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Mar, 2025 02:01:08 PM	19 Mar, 2025 08:32:57 PM	17 Mar, 2025 03:52:52 PM	0:03:07		Internal
597058257466			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Mar, 2025 02:01:08 PM	19 Mar, 2025 08:32:57 PM	17 Mar, 2025 03:52:52 PM	0:03:07		Internal
597058257466			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Mar, 2025 02:01:08 PM	19 Mar, 2025 08:32:57 PM	17 Mar, 2025 03:52:52 PM	0:03:07		Internal
597058257466			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Mar, 2025 02:01:08 PM	19 Mar, 2025 08:32:57 PM	17 Mar, 2025 03:52:52 PM	0:03:07		Internal
597058257466			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Mar, 2025 02:01:08 PM	19 Mar, 2025 08:32:57 PM	17 Mar, 2025 03:52:52 PM	0:03:07		Internal
597058257466			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Mar, 2025 02:01:08 PM	19 Mar, 2025 08:32:57 PM	17 Mar, 2025 03:52:52 PM	0:03:07		Internal
597058257466			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Mar, 2025 02:01:08 PM	19 Mar, 2025 08:32:57 PM	17 Mar, 2025 03:52:52 PM	0:03:07		Internal
597058257466			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		18 Mar, 2025 02:01:08 PM	19 Mar, 2025 08:32:57 PM	17 Mar, 2025 03:52:52 PM	0:03:07		Internal
597058257466			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Mar, 2025 02:01:08 PM	19 Mar, 2025 08:32:57 PM	17 Mar, 2025 03:52:52 PM	0:03:07		Internal
597058257466			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Mar, 2025 02:01:08 PM	19 Mar, 2025 08:32:57 PM	17 Mar, 2025 03:52:52 PM	0:03:07		Internal
597058257466			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Mar, 2025 02:01:08 PM	19 Mar, 2025 08:32:57 PM	17 Mar, 2025 03:52:52 PM	0:03:07		Internal
597058378842			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Mar, 2025 06:01:56 PM	19 Mar, 2025 08:46:12 PM	18 Mar, 2025 10:13:13 AM	0:02:15		Internal
597058378842			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Mar, 2025 06:01:56 PM	19 Mar, 2025 08:46:12 PM	18 Mar, 2025 10:13:13 AM	0:02:15		Internal
597058378842			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Mar, 2025 06:01:56 PM	19 Mar, 2025 08:46:12 PM	18 Mar, 2025 10:13:13 AM	0:02:15		Internal
597058378842			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Mar, 2025 06:01:56 PM	19 Mar, 2025 08:46:12 PM	18 Mar, 2025 10:13:13 AM	0:02:15		Internal
597058378842			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Mar, 2025 06:01:56 PM	19 Mar, 2025 08:46:12 PM	18 Mar, 2025 10:13:13 AM	0:02:15		Internal
597058378842			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Mar, 2025 06:01:56 PM	19 Mar, 2025 08:46:12 PM	18 Mar, 2025 10:13:13 AM	0:02:15		Internal
597058378842			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Mar, 2025 06:01:56 PM	19 Mar, 2025 08:46:12 PM	18 Mar, 2025 10:13:13 AM	0:02:15		Internal
597058378842			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Mar, 2025 06:01:56 PM	19 Mar, 2025 08:46:12 PM	18 Mar, 2025 10:13:13 AM	0:02:15		Internal
597058378842			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Mar, 2025 06:01:56 PM	19 Mar, 2025 08:46:12 PM	18 Mar, 2025 10:13:13 AM	0:02:15		Internal

Master Contact	[redacted]	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597058378842		CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Mar, 2025 06:01:56 PM	19 Mar, 2025 08:46:12 PM	18 Mar, 2025 10:13:13 AM	0:02:15		Internal
597058378842		CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Mar, 2025 06:01:56 PM	19 Mar, 2025 08:46:12 PM	18 Mar, 2025 10:13:13 AM	0:02:15		Internal
597058378842		CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Mar, 2025 06:01:56 PM	19 Mar, 2025 08:46:12 PM	18 Mar, 2025 10:13:13 AM	0:02:15		Internal
597058378842		CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Mar, 2025 06:01:56 PM	19 Mar, 2025 08:46:12 PM	18 Mar, 2025 10:13:13 AM	0:02:15		Internal
597058378842		CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Mar, 2025 06:01:56 PM	19 Mar, 2025 08:46:12 PM	18 Mar, 2025 10:13:13 AM	0:02:15		Internal
597058378842		CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Mar, 2025 06:01:56 PM	19 Mar, 2025 08:46:12 PM	18 Mar, 2025 10:13:13 AM	0:02:15		Internal
597058378842		CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Mar, 2025 06:01:56 PM	19 Mar, 2025 08:46:12 PM	18 Mar, 2025 10:13:13 AM	0:02:15		Internal
597058378842		CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Mar, 2025 06:01:56 PM	19 Mar, 2025 08:46:12 PM	18 Mar, 2025 10:13:13 AM	0:02:15		Internal
597058378842		CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Mar, 2025 06:01:56 PM	19 Mar, 2025 08:46:12 PM	18 Mar, 2025 10:13:13 AM	0:02:15		Internal
597058378842		CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Mar, 2025 06:01:56 PM	19 Mar, 2025 08:46:12 PM	18 Mar, 2025 10:13:13 AM	0:02:15		Internal
597058378842		CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Mar, 2025 06:01:56 PM	19 Mar, 2025 08:46:12 PM	18 Mar, 2025 10:13:13 AM	0:02:15		Internal
597058378842		CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Mar, 2025 06:01:56 PM	19 Mar, 2025 08:46:12 PM	18 Mar, 2025 10:13:13 AM	0:02:15		Internal
597058378842		CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Mar, 2025 06:01:56 PM	19 Mar, 2025 08:46:12 PM	18 Mar, 2025 10:13:13 AM	0:02:15		Internal
597058378842		CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		19 Mar, 2025 06:01:56 PM	19 Mar, 2025 08:46:12 PM	18 Mar, 2025 10:13:13 AM	0:02:15		Internal
597058378842		CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Mar, 2025 06:01:56 PM	19 Mar, 2025 08:46:12 PM	18 Mar, 2025 10:13:13 AM	0:02:15		Internal
597058378842		CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Mar, 2025 06:01:56 PM	19 Mar, 2025 08:46:12 PM	18 Mar, 2025 10:13:13 AM	0:02:15		Internal
597058378842		CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Mar, 2025 06:01:56 PM	19 Mar, 2025 08:46:12 PM	18 Mar, 2025 10:13:13 AM	0:02:15		Internal
597058453041		CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Mar, 2025 10:01:11 PM	19 Mar, 2025 09:57:15 PM	18 Mar, 2025 05:04:50 PM	0:02:59		Internal
597058453041		CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Mar, 2025 10:01:11 PM	19 Mar, 2025 09:57:15 PM	18 Mar, 2025 05:04:50 PM	0:02:59		Internal
597058453041		CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Mar, 2025 10:01:11 PM	19 Mar, 2025 09:57:15 PM	18 Mar, 2025 05:04:50 PM	0:02:59		Internal
597058453041		CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Mar, 2025 10:01:11 PM	19 Mar, 2025 09:57:15 PM	18 Mar, 2025 05:04:50 PM	0:02:59		Internal
597058453041		CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Mar, 2025 10:01:11 PM	19 Mar, 2025 09:57:15 PM	18 Mar, 2025 05:04:50 PM	0:02:59		Internal
597058453041		CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Mar, 2025 10:01:11 PM	19 Mar, 2025 09:57:15 PM	18 Mar, 2025 05:04:50 PM	0:02:59		Internal
597058453041		CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Mar, 2025 10:01:11 PM	19 Mar, 2025 09:57:15 PM	18 Mar, 2025 05:04:50 PM	0:02:59		Internal
597058453041		CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Mar, 2025 10:01:11 PM	19 Mar, 2025 09:57:15 PM	18 Mar, 2025 05:04:50 PM	0:02:59		Internal
597058453041		CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Mar, 2025 10:01:11 PM	19 Mar, 2025 09:57:15 PM	18 Mar, 2025 05:04:50 PM	0:02:59		Internal
597058453041		CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Mar, 2025 10:01:11 PM	19 Mar, 2025 09:57:15 PM	18 Mar, 2025 05:04:50 PM	0:02:59		Internal
597058453041		CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Mar, 2025 10:01:11 PM	19 Mar, 2025 09:57:15 PM	18 Mar, 2025 05:04:50 PM	0:02:59		Internal
597058453041		CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Mar, 2025 10:01:11 PM	19 Mar, 2025 09:57:15 PM	18 Mar, 2025 05:04:50 PM	0:02:59		Internal
597058453041		CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Mar, 2025 10:01:11 PM	19 Mar, 2025 09:57:15 PM	18 Mar, 2025 05:04:50 PM	0:02:59		Internal
597058453041		CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Mar, 2025 10:01:11 PM	19 Mar, 2025 09:57:15 PM	18 Mar, 2025 05:04:50 PM	0:02:59		Internal
597058453041		CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Mar, 2025 10:01:11 PM	19 Mar, 2025 09:57:15 PM	18 Mar, 2025 05:04:50 PM	0:02:59		Internal
597058453041		CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Mar, 2025 10:01:11 PM	19 Mar, 2025 09:57:15 PM	18 Mar, 2025 05:04:50 PM	0:02:59		Internal
597058453041		CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Mar, 2025 10:01:11 PM	19 Mar, 2025 09:57:15 PM	18 Mar, 2025 05:04:50 PM	0:02:59		Internal
597058453041		CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Mar, 2025 10:01:11 PM	19 Mar, 2025 09:57:15 PM	18 Mar, 2025 05:04:50 PM	0:02:59		Internal
597058453041		CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Mar, 2025 10:01:11 PM	19 Mar, 2025 09:57:15 PM	18 Mar, 2025 05:04:50 PM	0:02:59		Internal
597058453041		CTE_Res_Billing_Span		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Mar, 2025 10:01:11 PM	19 Mar, 2025 09:57:15 PM	18 Mar, 2025 05:04:50 PM	0:02:59		Internal
597058453041		CTE_Res_Billing_Span		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Mar, 2025 10:01:11 PM	19 Mar, 2025 09:57:15 PM	18 Mar, 2025 05:04:50 PM	0:02:59		Internal
597058453041		CTE_Res_Billing_Span		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Mar, 2025 10:01:11 PM	19 Mar, 2025 09:57:15 PM	18 Mar, 2025 05:04:50 PM	0:02:59		Internal
597058453041		CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		18 Mar, 2025 10:01:11 PM	19 Mar, 2025 09:57:15 PM	18 Mar, 2025 05:04:50 PM	0:02:59		Internal
597058453041		CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Mar, 2025 10:01:11 PM	19 Mar, 2025 09:57:15 PM	18 Mar, 2025 05:04:50 PM	0:02:59		Internal
597058453041		CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Mar, 2025 10:01:11 PM	19 Mar, 2025 09:57:15 PM	18 Mar, 2025 05:04:50 PM	0:02:59		Internal
597058453041		CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Mar, 2025 10:01:11 PM	19 Mar, 2025 09:57:15 PM	18 Mar, 2025 05:04:50 PM	0:02:59		Internal
596115742816		CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Mar, 2025 11:00:39 AM	20 Mar, 2025 11:48:14 AM	05 Mar, 2025 09:14:14 PM	0:02:59		Internal
596115742816		CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Mar, 2025 11:00:39 AM	20 Mar, 2025 11:48:14 AM	05 Mar, 2025 09:14:14 PM	0:02:59		Internal
596115742816		CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Mar, 2025 11:00:39 AM	20 Mar, 2025 11:48:14 AM	05 Mar, 2025 09:14:14 PM	0:02:59		Internal
596115742816		CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Mar, 2025 11:00:39 AM	20 Mar, 2025 11:48:14 AM	05 Mar, 2025 09:14:14 PM	0:02:59		Internal
596115742816		CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Mar, 2025 11:00:39 AM	20 Mar, 2025 11:48:14 AM	05 Mar, 2025 09:14:14 PM	0:02:59		Internal
596115742816		CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Mar, 2025 11:00:39 AM	20 Mar, 2025 11:48:14 AM	05 Mar, 2025 09:14:14 PM	0:02:59		Internal
596115742816		CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Mar, 2025 11:00:39 AM	20 Mar, 2025 11:48:14 AM	05 Mar, 2025 09:14:14 PM	0:02:59		Internal
596115742816		CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Mar, 2025 11:00:39 AM	20 Mar, 2025 11:48:14 AM	05 Mar, 2025 09:14:14 PM	0:02:59		Internal
596115742816		CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Mar, 2025 11:00:39 AM	20 Mar, 2025 11:48:14 AM	05 Mar, 2025 09:14:14 PM	0:02:59		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596115742816	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	[redacted]	07 Mar, 2025 11:00:39 AM	20 Mar, 2025 11:48:14 AM	05 Mar, 2025 09:14:14 PM	0:02:59		Internal
596115742816			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Mar, 2025 11:00:39 AM	20 Mar, 2025 11:48:14 AM	05 Mar, 2025 09:14:14 PM	0:02:59		Internal
596115742816			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Mar, 2025 11:00:39 AM	20 Mar, 2025 11:48:14 AM	05 Mar, 2025 09:14:14 PM	0:02:59		Internal
596115742816			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Mar, 2025 11:00:39 AM	20 Mar, 2025 11:48:14 AM	05 Mar, 2025 09:14:14 PM	0:02:59		Internal
596115742816			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Mar, 2025 11:00:39 AM	20 Mar, 2025 11:48:14 AM	05 Mar, 2025 09:14:14 PM	0:02:59		Internal
596115742816			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Mar, 2025 11:00:39 AM	20 Mar, 2025 11:48:14 AM	05 Mar, 2025 09:14:14 PM	0:02:59		Internal
596115742816			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Mar, 2025 11:00:39 AM	20 Mar, 2025 11:48:14 AM	05 Mar, 2025 09:14:14 PM	0:02:59		Internal
596115742816			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Mar, 2025 11:00:39 AM	20 Mar, 2025 11:48:14 AM	05 Mar, 2025 09:14:14 PM	0:02:59		Internal
596115742816			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Mar, 2025 11:00:39 AM	20 Mar, 2025 11:48:14 AM	05 Mar, 2025 09:14:14 PM	0:02:59		Internal
596115742816			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Mar, 2025 11:00:39 AM	20 Mar, 2025 11:48:14 AM	05 Mar, 2025 09:14:14 PM	0:02:59		Internal
596115742816			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Mar, 2025 11:00:39 AM	20 Mar, 2025 11:48:14 AM	05 Mar, 2025 09:14:14 PM	0:02:59		Internal
596115742816			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Mar, 2025 11:00:39 AM	20 Mar, 2025 11:48:14 AM	05 Mar, 2025 09:14:14 PM	0:02:59		Internal
596115742816			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Mar, 2025 11:00:39 AM	20 Mar, 2025 11:48:14 AM	05 Mar, 2025 09:14:14 PM	0:02:59		Internal
596115742816			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		07 Mar, 2025 11:00:39 AM	20 Mar, 2025 11:48:14 AM	05 Mar, 2025 09:14:14 PM	0:02:59		Internal
596115742816			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Mar, 2025 11:00:39 AM	20 Mar, 2025 11:48:14 AM	05 Mar, 2025 09:14:14 PM	0:02:59		Internal
596115742816			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Mar, 2025 11:00:39 AM	20 Mar, 2025 11:48:14 AM	05 Mar, 2025 09:14:14 PM	0:02:59		Internal
596115742816			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Mar, 2025 11:00:39 AM	20 Mar, 2025 11:48:14 AM	05 Mar, 2025 09:14:14 PM	0:02:59		Internal
597058205076			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Mar, 2025 12:11:37 PM	20 Mar, 2025 12:19:38 PM	17 Mar, 2025 12:40:01 PM	0:03:19		Internal
597058205076			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Mar, 2025 12:11:37 PM	20 Mar, 2025 12:19:38 PM	17 Mar, 2025 12:40:01 PM	0:03:19		Internal
597058205076			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Mar, 2025 12:11:37 PM	20 Mar, 2025 12:19:38 PM	17 Mar, 2025 12:40:01 PM	0:03:19		Internal
597058205076			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Mar, 2025 12:11:37 PM	20 Mar, 2025 12:19:38 PM	17 Mar, 2025 12:40:01 PM	0:03:19		Internal
597058205076			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Mar, 2025 12:11:37 PM	20 Mar, 2025 12:19:38 PM	17 Mar, 2025 12:40:01 PM	0:03:19		Internal
597058205076			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		20 Mar, 2025 12:11:37 PM	20 Mar, 2025 12:19:38 PM	17 Mar, 2025 12:40:01 PM	0:03:19		Internal
597058205076			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 Mar, 2025 12:11:37 PM	20 Mar, 2025 12:19:38 PM	17 Mar, 2025 12:40:01 PM	0:03:19		Internal
597058205076			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 Mar, 2025 12:11:37 PM	20 Mar, 2025 12:19:38 PM	17 Mar, 2025 12:40:01 PM	0:03:19		Internal
597058205076			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 Mar, 2025 12:11:37 PM	20 Mar, 2025 12:19:38 PM	17 Mar, 2025 12:40:01 PM	0:03:19		Internal
597058205076			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		20 Mar, 2025 12:11:37 PM	20 Mar, 2025 12:19:38 PM	17 Mar, 2025 12:40:01 PM	0:03:19		Internal
597058205076			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		20 Mar, 2025 12:11:37 PM	20 Mar, 2025 12:19:38 PM	17 Mar, 2025 12:40:01 PM	0:03:19		Internal
597058205076			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Mar, 2025 12:11:37 PM	20 Mar, 2025 12:19:38 PM	17 Mar, 2025 12:40:01 PM	0:03:19		Internal
597058205076			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 Mar, 2025 12:11:37 PM	20 Mar, 2025 12:19:38 PM	17 Mar, 2025 12:40:01 PM	0:03:19		Internal
597058205076			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		20 Mar, 2025 12:11:37 PM	20 Mar, 2025 12:19:38 PM	17 Mar, 2025 12:40:01 PM	0:03:19		Internal
597058205076			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		20 Mar, 2025 12:11:37 PM	20 Mar, 2025 12:19:38 PM	17 Mar, 2025 12:40:01 PM	0:03:19		Internal
597058205076			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Mar, 2025 12:11:37 PM	20 Mar, 2025 12:19:38 PM	17 Mar, 2025 12:40:01 PM	0:03:19		Internal
597058205076			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 Mar, 2025 12:11:37 PM	20 Mar, 2025 12:19:38 PM	17 Mar, 2025 12:40:01 PM	0:03:19		Internal
597058205076			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		20 Mar, 2025 12:11:37 PM	20 Mar, 2025 12:19:38 PM	17 Mar, 2025 12:40:01 PM	0:03:19		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Ty		Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597058205076	[redacted]		CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	20 Mar, 2025 12:11:37 PM	20 Mar, 2025 12:19:38 PM	17 Mar, 2025 12:40:01 PM	0:03:19		Internal
597058205076			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Mar, 2025 12:11:37 PM	20 Mar, 2025 12:19:38 PM	17 Mar, 2025 12:40:01 PM	0:03:19		Internal
597058205076			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 Mar, 2025 12:11:37 PM	20 Mar, 2025 12:19:38 PM	17 Mar, 2025 12:40:01 PM	0:03:19		Internal
597058205076			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 Mar, 2025 12:11:37 PM	20 Mar, 2025 12:19:38 PM	17 Mar, 2025 12:40:01 PM	0:03:19		Internal
597058205076			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		20 Mar, 2025 12:11:37 PM	20 Mar, 2025 12:19:38 PM	17 Mar, 2025 12:40:01 PM	0:03:19		Internal
597058205076			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 Mar, 2025 12:11:37 PM	20 Mar, 2025 12:19:38 PM	17 Mar, 2025 12:40:01 PM	0:03:19		Internal
597058205076			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Mar, 2025 12:11:37 PM	20 Mar, 2025 12:19:38 PM	17 Mar, 2025 12:40:01 PM	0:03:19		Internal
597058205076			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Mar, 2025 12:11:37 PM	20 Mar, 2025 12:19:38 PM	17 Mar, 2025 12:40:01 PM	0:03:19		Internal
597058510791			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Mar, 2025 02:31:25 AM	20 Mar, 2025 12:51:59 PM	18 Mar, 2025 08:33:31 PM	0:03:59		Internal
597058510791			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Mar, 2025 02:31:25 AM	20 Mar, 2025 12:51:59 PM	18 Mar, 2025 08:33:31 PM	0:03:59		Internal
597058510791			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Mar, 2025 02:31:25 AM	20 Mar, 2025 12:51:59 PM	18 Mar, 2025 08:33:31 PM	0:03:59		Internal
597058510791			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Mar, 2025 02:31:25 AM	20 Mar, 2025 12:51:59 PM	18 Mar, 2025 08:33:31 PM	0:03:59		Internal
597058510791			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Mar, 2025 02:31:25 AM	20 Mar, 2025 12:51:59 PM	18 Mar, 2025 08:33:31 PM	0:03:59		Internal
597058510791			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		20 Mar, 2025 02:31:25 AM	20 Mar, 2025 12:51:59 PM	18 Mar, 2025 08:33:31 PM	0:03:59		Internal
597058510791			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 Mar, 2025 02:31:25 AM	20 Mar, 2025 12:51:59 PM	18 Mar, 2025 08:33:31 PM	0:03:59		Internal
597058510791			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 Mar, 2025 02:31:25 AM	20 Mar, 2025 12:51:59 PM	18 Mar, 2025 08:33:31 PM	0:03:59		Internal
597058510791			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 Mar, 2025 02:31:25 AM	20 Mar, 2025 12:51:59 PM	18 Mar, 2025 08:33:31 PM	0:03:59		Internal
597058510791			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		20 Mar, 2025 02:31:25 AM	20 Mar, 2025 12:51:59 PM	18 Mar, 2025 08:33:31 PM	0:03:59		Internal
597058510791			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		20 Mar, 2025 02:31:25 AM	20 Mar, 2025 12:51:59 PM	18 Mar, 2025 08:33:31 PM	0:03:59		Internal
597058510791			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Mar, 2025 02:31:25 AM	20 Mar, 2025 12:51:59 PM	18 Mar, 2025 08:33:31 PM	0:03:59		Internal
597058510791			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 Mar, 2025 02:31:25 AM	20 Mar, 2025 12:51:59 PM	18 Mar, 2025 08:33:31 PM	0:03:59		Internal
597058510791			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		20 Mar, 2025 02:31:25 AM	20 Mar, 2025 12:51:59 PM	18 Mar, 2025 08:33:31 PM	0:03:59		Internal
597058510791			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		20 Mar, 2025 02:31:25 AM	20 Mar, 2025 12:51:59 PM	18 Mar, 2025 08:33:31 PM	0:03:59		Internal
597058510791			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Mar, 2025 02:31:25 AM	20 Mar, 2025 12:51:59 PM	18 Mar, 2025 08:33:31 PM	0:03:59		Internal
597058510791			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 Mar, 2025 02:31:25 AM	20 Mar, 2025 12:51:59 PM	18 Mar, 2025 08:33:31 PM	0:03:59		Internal
597058510791			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		20 Mar, 2025 02:31:25 AM	20 Mar, 2025 12:51:59 PM	18 Mar, 2025 08:33:31 PM	0:03:59		Internal
597058510791			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		20 Mar, 2025 02:31:25 AM	20 Mar, 2025 12:51:59 PM	18 Mar, 2025 08:33:31 PM	0:03:59		Internal
597058510791			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radi		20 Mar, 2025 02:31:25 AM	20 Mar, 2025 12:51:59 PM	18 Mar, 2025 08:33:31 PM	0:03:59		Internal
597058510791			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 Mar, 2025 02:31:25 AM	20 Mar, 2025 12:51:59 PM	18 Mar, 2025 08:33:31 PM	0:03:59		Internal
597058510791			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 Mar, 2025 02:31:25 AM	20 Mar, 2025 12:51:59 PM	18 Mar, 2025 08:33:31 PM	0:03:59		Internal
597058510791			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		20 Mar, 2025 02:31:25 AM	20 Mar, 2025 12:51:59 PM	18 Mar, 2025 08:33:31 PM	0:03:59		Internal
597058510791			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 Mar, 2025 02:31:25 AM	20 Mar, 2025 12:51:59 PM	18 Mar, 2025 08:33:31 PM	0:03:59		Internal
597058510791			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Mar, 2025 02:31:25 AM	20 Mar, 2025 12:51:59 PM	18 Mar, 2025 08:33:31 PM	0:03:59		Internal
597058510791			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Mar, 2025 02:31:25 AM	20 Mar, 2025 12:51:59 PM	18 Mar, 2025 08:33:31 PM	0:03:59		Internal
596116008655			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Mar, 2025 12:05:25 PM	20 Mar, 2025 01:04:05 PM	07 Mar, 2025 02:52:27 PM	0:03:31		Internal
596116008655			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Mar, 2025 12:05:25 PM	20 Mar, 2025 01:04:05 PM	07 Mar, 2025 02:52:27 PM	0:03:31		Internal
596116008655			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Mar, 2025 12:05:25 PM	20 Mar, 2025 01:04:05 PM	07 Mar, 2025 02:52:27 PM	0:03:31		Internal
596116008655			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Mar, 2025 12:05:25 PM	20 Mar, 2025 01:04:05 PM	07 Mar, 2025 02:52:27 PM	0:03:31		Internal
596116008655			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Mar, 2025 12:05:25 PM	20 Mar, 2025 01:04:05 PM	07 Mar, 2025 02:52:27 PM	0:03:31		Internal
596116008655			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		20 Mar, 2025 12:05:25 PM	20 Mar, 2025 01:04:05 PM	07 Mar, 2025 02:52:27 PM	0:03:31		Internal
596116008655			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 Mar, 2025 12:05:25 PM	20 Mar, 2025 01:04:05 PM	07 Mar, 2025 02:52:27 PM	0:03:31		Internal
596116008655			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 Mar, 2025 12:05:25 PM	20 Mar, 2025 01:04:05 PM	07 Mar, 2025 02:52:27 PM	0:03:31		Internal
596116008655			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 Mar, 2025 12:05:25 PM	20 Mar, 2025 01:04:05 PM	07 Mar, 2025 02:52:27 PM	0:03:31		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596116008655	[redacted]		CTE_Police_Fire	[redacted]	Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	20 Mar, 2025 12:05:25 PM	20 Mar, 2025 01:04:05 PM	07 Mar, 2025 02:52:27 PM	0:03:31		Internal
596116008655			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	20 Mar, 2025 12:05:25 PM	20 Mar, 2025 01:04:05 PM	07 Mar, 2025 02:52:27 PM	0:03:31		Internal
596116008655			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	20 Mar, 2025 12:05:25 PM	20 Mar, 2025 01:04:05 PM	07 Mar, 2025 02:52:27 PM	0:03:31		Internal
596116008655			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	20 Mar, 2025 12:05:25 PM	20 Mar, 2025 01:04:05 PM	07 Mar, 2025 02:52:27 PM	0:03:31		Internal
596116008655			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	20 Mar, 2025 12:05:25 PM	20 Mar, 2025 01:04:05 PM	07 Mar, 2025 02:52:27 PM	0:03:31		Internal
596116008655			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	20 Mar, 2025 12:05:25 PM	20 Mar, 2025 01:04:05 PM	07 Mar, 2025 02:52:27 PM	0:03:31		Internal
596116008655			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	20 Mar, 2025 12:05:25 PM	20 Mar, 2025 01:04:05 PM	07 Mar, 2025 02:52:27 PM	0:03:31		Internal
596116008655			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	20 Mar, 2025 12:05:25 PM	20 Mar, 2025 01:04:05 PM	07 Mar, 2025 02:52:27 PM	0:03:31		Internal
596116008655			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	20 Mar, 2025 12:05:25 PM	20 Mar, 2025 01:04:05 PM	07 Mar, 2025 02:52:27 PM	0:03:31		Internal
596116008655			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	20 Mar, 2025 12:05:25 PM	20 Mar, 2025 01:04:05 PM	07 Mar, 2025 02:52:27 PM	0:03:31		Internal
596116008655			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	20 Mar, 2025 12:05:25 PM	20 Mar, 2025 01:04:05 PM	07 Mar, 2025 02:52:27 PM	0:03:31		Internal
596116008655			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	20 Mar, 2025 12:05:25 PM	20 Mar, 2025 01:04:05 PM	07 Mar, 2025 02:52:27 PM	0:03:31		Internal
596116008655			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	20 Mar, 2025 12:05:25 PM	20 Mar, 2025 01:04:05 PM	07 Mar, 2025 02:52:27 PM	0:03:31		Internal
596116008655			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	20 Mar, 2025 12:05:25 PM	20 Mar, 2025 01:04:05 PM	07 Mar, 2025 02:52:27 PM	0:03:31		Internal
596116008655			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	20 Mar, 2025 12:05:25 PM	20 Mar, 2025 01:04:05 PM	07 Mar, 2025 02:52:27 PM	0:03:31		Internal
596116008655			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	20 Mar, 2025 12:05:25 PM	20 Mar, 2025 01:04:05 PM	07 Mar, 2025 02:52:27 PM	0:03:31		Internal
596116008655			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	20 Mar, 2025 12:05:25 PM	20 Mar, 2025 01:04:05 PM	07 Mar, 2025 02:52:27 PM	0:03:31		Internal
597058296448			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	19 Mar, 2025 06:01:35 AM	20 Mar, 2025 02:16:11 PM	17 Mar, 2025 06:05:19 PM	0:02:49		Internal
597058296448			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	19 Mar, 2025 06:01:35 AM	20 Mar, 2025 02:16:11 PM	17 Mar, 2025 06:05:19 PM	0:02:49		Internal
597058296448			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	19 Mar, 2025 06:01:35 AM	20 Mar, 2025 02:16:11 PM	17 Mar, 2025 06:05:19 PM	0:02:49		Internal
597058296448			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	19 Mar, 2025 06:01:35 AM	20 Mar, 2025 02:16:11 PM	17 Mar, 2025 06:05:19 PM	0:02:49		Internal
597058296448			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	19 Mar, 2025 06:01:35 AM	20 Mar, 2025 02:16:11 PM	17 Mar, 2025 06:05:19 PM	0:02:49		Internal
597058296448			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	19 Mar, 2025 06:01:35 AM	20 Mar, 2025 02:16:11 PM	17 Mar, 2025 06:05:19 PM	0:02:49		Internal
597058296448			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	19 Mar, 2025 06:01:35 AM	20 Mar, 2025 02:16:11 PM	17 Mar, 2025 06:05:19 PM	0:02:49		Internal
597058296448			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	19 Mar, 2025 06:01:35 AM	20 Mar, 2025 02:16:11 PM	17 Mar, 2025 06:05:19 PM	0:02:49		Internal
597058296448			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	19 Mar, 2025 06:01:35 AM	20 Mar, 2025 02:16:11 PM	17 Mar, 2025 06:05:19 PM	0:02:49		Internal
597058296448			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	19 Mar, 2025 06:01:35 AM	20 Mar, 2025 02:16:11 PM	17 Mar, 2025 06:05:19 PM	0:02:49		Internal
597058296448			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	19 Mar, 2025 06:01:35 AM	20 Mar, 2025 02:16:11 PM	17 Mar, 2025 06:05:19 PM	0:02:49		Internal
597058296448			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	19 Mar, 2025 06:01:35 AM	20 Mar, 2025 02:16:11 PM	17 Mar, 2025 06:05:19 PM	0:02:49		Internal
597058296448			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	19 Mar, 2025 06:01:35 AM	20 Mar, 2025 02:16:11 PM	17 Mar, 2025 06:05:19 PM	0:02:49		Internal
597058296448			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	19 Mar, 2025 06:01:35 AM	20 Mar, 2025 02:16:11 PM	17 Mar, 2025 06:05:19 PM	0:02:49		Internal
597058296448			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	19 Mar, 2025 06:01:35 AM	20 Mar, 2025 02:16:11 PM	17 Mar, 2025 06:05:19 PM	0:02:49		Internal
597058296448			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	19 Mar, 2025 06:01:35 AM	20 Mar, 2025 02:16:11 PM	17 Mar, 2025 06:05:19 PM	0:02:49		Internal
597058296448			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	19 Mar, 2025 06:01:35 AM	20 Mar, 2025 02:16:11 PM	17 Mar, 2025 06:05:19 PM	0:02:49		Internal
597058296448			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	19 Mar, 2025 06:01:35 AM	20 Mar, 2025 02:16:11 PM	17 Mar, 2025 06:05:19 PM	0:02:49		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597058296448	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	19 Mar, 2025 06:01:35 AM	20 Mar, 2025 02:16:11 PM	17 Mar, 2025 06:05:19 PM	0:02:49		Internal
597058296448			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Mar, 2025 06:01:35 AM	20 Mar, 2025 02:16:11 PM	17 Mar, 2025 06:05:19 PM	0:02:49		Internal
597058296448			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Mar, 2025 06:01:35 AM	20 Mar, 2025 02:16:11 PM	17 Mar, 2025 06:05:19 PM	0:02:49		Internal
597058296448			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Mar, 2025 06:01:35 AM	20 Mar, 2025 02:16:11 PM	17 Mar, 2025 06:05:19 PM	0:02:49		Internal
597058296448			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		19 Mar, 2025 06:01:35 AM	20 Mar, 2025 02:16:11 PM	17 Mar, 2025 06:05:19 PM	0:02:49		Internal
597058296448			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Mar, 2025 06:01:35 AM	20 Mar, 2025 02:16:11 PM	17 Mar, 2025 06:05:19 PM	0:02:49		Internal
597058296448			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Mar, 2025 06:01:35 AM	20 Mar, 2025 02:16:11 PM	17 Mar, 2025 06:05:19 PM	0:02:49		Internal
597058296448			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Mar, 2025 06:01:35 AM	20 Mar, 2025 02:16:11 PM	17 Mar, 2025 06:05:19 PM	0:02:49		Internal
597058393664			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Mar, 2025 06:01:58 PM	20 Mar, 2025 02:27:40 PM	18 Mar, 2025 01:15:27 PM	0:06:19		Internal
597058393664			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Mar, 2025 06:01:58 PM	20 Mar, 2025 02:27:40 PM	18 Mar, 2025 01:15:27 PM	0:06:19		Internal
597058393664			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Mar, 2025 06:01:58 PM	20 Mar, 2025 02:27:40 PM	18 Mar, 2025 01:15:27 PM	0:06:19		Internal
597058393664			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Mar, 2025 06:01:58 PM	20 Mar, 2025 02:27:40 PM	18 Mar, 2025 01:15:27 PM	0:06:19		Internal
597058393664			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Mar, 2025 06:01:58 PM	20 Mar, 2025 02:27:40 PM	18 Mar, 2025 01:15:27 PM	0:06:19		Internal
597058393664			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Mar, 2025 06:01:58 PM	20 Mar, 2025 02:27:40 PM	18 Mar, 2025 01:15:27 PM	0:06:19		Internal
597058393664			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Mar, 2025 06:01:58 PM	20 Mar, 2025 02:27:40 PM	18 Mar, 2025 01:15:27 PM	0:06:19		Internal
597058393664			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Mar, 2025 06:01:58 PM	20 Mar, 2025 02:27:40 PM	18 Mar, 2025 01:15:27 PM	0:06:19		Internal
597058393664			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Mar, 2025 06:01:58 PM	20 Mar, 2025 02:27:40 PM	18 Mar, 2025 01:15:27 PM	0:06:19		Internal
597058393664			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Mar, 2025 06:01:58 PM	20 Mar, 2025 02:27:40 PM	18 Mar, 2025 01:15:27 PM	0:06:19		Internal
597058393664			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Mar, 2025 06:01:58 PM	20 Mar, 2025 02:27:40 PM	18 Mar, 2025 01:15:27 PM	0:06:19		Internal
597058393664			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Mar, 2025 06:01:58 PM	20 Mar, 2025 02:27:40 PM	18 Mar, 2025 01:15:27 PM	0:06:19		Internal
597058393664			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Mar, 2025 06:01:58 PM	20 Mar, 2025 02:27:40 PM	18 Mar, 2025 01:15:27 PM	0:06:19		Internal
597058393664			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Mar, 2025 06:01:58 PM	20 Mar, 2025 02:27:40 PM	18 Mar, 2025 01:15:27 PM	0:06:19		Internal
597058393664			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Mar, 2025 06:01:58 PM	20 Mar, 2025 02:27:40 PM	18 Mar, 2025 01:15:27 PM	0:06:19		Internal
597058393664			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Mar, 2025 06:01:58 PM	20 Mar, 2025 02:27:40 PM	18 Mar, 2025 01:15:27 PM	0:06:19		Internal
597058393664			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Mar, 2025 06:01:58 PM	20 Mar, 2025 02:27:40 PM	18 Mar, 2025 01:15:27 PM	0:06:19		Internal
597058393664			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Mar, 2025 06:01:58 PM	20 Mar, 2025 02:27:40 PM	18 Mar, 2025 01:15:27 PM	0:06:19		Internal
597058393664			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Mar, 2025 06:01:58 PM	20 Mar, 2025 02:27:40 PM	18 Mar, 2025 01:15:27 PM	0:06:19		Internal
597058393664			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Mar, 2025 06:01:58 PM	20 Mar, 2025 02:27:40 PM	18 Mar, 2025 01:15:27 PM	0:06:19		Internal
597058393664			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Mar, 2025 06:01:58 PM	20 Mar, 2025 02:27:40 PM	18 Mar, 2025 01:15:27 PM	0:06:19		Internal
597058393664			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Mar, 2025 06:01:58 PM	20 Mar, 2025 02:27:40 PM	18 Mar, 2025 01:15:27 PM	0:06:19		Internal
597058393664			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		19 Mar, 2025 06:01:58 PM	20 Mar, 2025 02:27:40 PM	18 Mar, 2025 01:15:27 PM	0:06:19		Internal
597058393664			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Mar, 2025 06:01:58 PM	20 Mar, 2025 02:27:40 PM	18 Mar, 2025 01:15:27 PM	0:06:19		Internal
597058393664			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Mar, 2025 06:01:58 PM	20 Mar, 2025 02:27:40 PM	18 Mar, 2025 01:15:27 PM	0:06:19		Internal
597058393664			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Mar, 2025 06:01:58 PM	20 Mar, 2025 02:27:40 PM	18 Mar, 2025 01:15:27 PM	0:06:19		Internal
597058506179			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Mar, 2025 10:01:56 PM	20 Mar, 2025 03:32:02 PM	18 Mar, 2025 08:19:48 PM	0:06:37		Internal
597058506179			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Mar, 2025 10:01:56 PM	20 Mar, 2025 03:32:02 PM	18 Mar, 2025 08:19:48 PM	0:06:37		Internal
597058506179			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Mar, 2025 10:01:56 PM	20 Mar, 2025 03:32:02 PM	18 Mar, 2025 08:19:48 PM	0:06:37		Internal
597058506179			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Mar, 2025 10:01:56 PM	20 Mar, 2025 03:32:02 PM	18 Mar, 2025 08:19:48 PM	0:06:37		Internal
597058506179			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Mar, 2025 10:01:56 PM	20 Mar, 2025 03:32:02 PM	18 Mar, 2025 08:19:48 PM	0:06:37		Internal
597058506179			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Mar, 2025 10:01:56 PM	20 Mar, 2025 03:32:02 PM	18 Mar, 2025 08:19:48 PM	0:06:37		Internal
597058506179			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Mar, 2025 10:01:56 PM	20 Mar, 2025 03:32:02 PM	18 Mar, 2025 08:19:48 PM	0:06:37		Internal
597058506179			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Mar, 2025 10:01:56 PM	20 Mar, 2025 03:32:02 PM	18 Mar, 2025 08:19:48 PM	0:06:37		Internal
597058506179			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Mar, 2025 10:01:56 PM	20 Mar, 2025 03:32:02 PM	18 Mar, 2025 08:19:48 PM	0:06:37		Internal
597058506179			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Mar, 2025 10:01:56 PM	20 Mar, 2025 03:32:02 PM	18 Mar, 2025 08:19:48 PM	0:06:37		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597058506179	[redacted]	[redacted]	CTE_Bus_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	19 Mar, 2025 10:01:56 PM	20 Mar, 2025 03:32:02 PM	18 Mar, 2025 08:19:48 PM	0:06:37		Internal
597058506179			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Mar, 2025 10:01:56 PM	20 Mar, 2025 03:32:02 PM	18 Mar, 2025 08:19:48 PM	0:06:37		Internal
597058506179			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Mar, 2025 10:01:56 PM	20 Mar, 2025 03:32:02 PM	18 Mar, 2025 08:19:48 PM	0:06:37		Internal
597058506179			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Mar, 2025 10:01:56 PM	20 Mar, 2025 03:32:02 PM	18 Mar, 2025 08:19:48 PM	0:06:37		Internal
597058506179			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Mar, 2025 10:01:56 PM	20 Mar, 2025 03:32:02 PM	18 Mar, 2025 08:19:48 PM	0:06:37		Internal
597058506179			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Mar, 2025 10:01:56 PM	20 Mar, 2025 03:32:02 PM	18 Mar, 2025 08:19:48 PM	0:06:37		Internal
597058506179			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Mar, 2025 10:01:56 PM	20 Mar, 2025 03:32:02 PM	18 Mar, 2025 08:19:48 PM	0:06:37		Internal
597058506179			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Mar, 2025 10:01:56 PM	20 Mar, 2025 03:32:02 PM	18 Mar, 2025 08:19:48 PM	0:06:37		Internal
597058506179			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Mar, 2025 10:01:56 PM	20 Mar, 2025 03:32:02 PM	18 Mar, 2025 08:19:48 PM	0:06:37		Internal
597058506179			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Mar, 2025 10:01:56 PM	20 Mar, 2025 03:32:02 PM	18 Mar, 2025 08:19:48 PM	0:06:37		Internal
597058506179			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Mar, 2025 10:01:56 PM	20 Mar, 2025 03:32:02 PM	18 Mar, 2025 08:19:48 PM	0:06:37		Internal
597058506179			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Mar, 2025 10:01:56 PM	20 Mar, 2025 03:32:02 PM	18 Mar, 2025 08:19:48 PM	0:06:37		Internal
597058506179			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		19 Mar, 2025 10:01:56 PM	20 Mar, 2025 03:32:02 PM	18 Mar, 2025 08:19:48 PM	0:06:37		Internal
597058506179			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Mar, 2025 10:01:56 PM	20 Mar, 2025 03:32:02 PM	18 Mar, 2025 08:19:48 PM	0:06:37		Internal
597058506179			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Mar, 2025 10:01:56 PM	20 Mar, 2025 03:32:02 PM	18 Mar, 2025 08:19:48 PM	0:06:37		Internal
597058506179			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Mar, 2025 10:01:56 PM	20 Mar, 2025 03:32:02 PM	18 Mar, 2025 08:19:48 PM	0:06:37		Internal
597057659280			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Mar, 2025 09:31:19 PM	20 Mar, 2025 03:51:32 PM	12 Mar, 2025 12:51:32 PM	0:05:18		Internal
597057659280			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Mar, 2025 09:31:19 PM	20 Mar, 2025 03:51:32 PM	12 Mar, 2025 12:51:32 PM	0:05:18		Internal
597057659280			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Mar, 2025 09:31:19 PM	20 Mar, 2025 03:51:32 PM	12 Mar, 2025 12:51:32 PM	0:05:18		Internal
597057659280			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Mar, 2025 09:31:19 PM	20 Mar, 2025 03:51:32 PM	12 Mar, 2025 12:51:32 PM	0:05:18		Internal
597057659280			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Mar, 2025 09:31:19 PM	20 Mar, 2025 03:51:32 PM	12 Mar, 2025 12:51:32 PM	0:05:18		Internal
597057659280			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Mar, 2025 09:31:19 PM	20 Mar, 2025 03:51:32 PM	12 Mar, 2025 12:51:32 PM	0:05:18		Internal
597057659280			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Mar, 2025 09:31:19 PM	20 Mar, 2025 03:51:32 PM	12 Mar, 2025 12:51:32 PM	0:05:18		Internal
597057659280			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Mar, 2025 09:31:19 PM	20 Mar, 2025 03:51:32 PM	12 Mar, 2025 12:51:32 PM	0:05:18		Internal
597057659280			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Mar, 2025 09:31:19 PM	20 Mar, 2025 03:51:32 PM	12 Mar, 2025 12:51:32 PM	0:05:18		Internal
597057659280			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Mar, 2025 09:31:19 PM	20 Mar, 2025 03:51:32 PM	12 Mar, 2025 12:51:32 PM	0:05:18		Internal
597057659280			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Mar, 2025 09:31:19 PM	20 Mar, 2025 03:51:32 PM	12 Mar, 2025 12:51:32 PM	0:05:18		Internal
597057659280			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Mar, 2025 09:31:19 PM	20 Mar, 2025 03:51:32 PM	12 Mar, 2025 12:51:32 PM	0:05:18		Internal
597057659280			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Mar, 2025 09:31:19 PM	20 Mar, 2025 03:51:32 PM	12 Mar, 2025 12:51:32 PM	0:05:18		Internal
597057659280			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Mar, 2025 09:31:19 PM	20 Mar, 2025 03:51:32 PM	12 Mar, 2025 12:51:32 PM	0:05:18		Internal
597057659280			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Mar, 2025 09:31:19 PM	20 Mar, 2025 03:51:32 PM	12 Mar, 2025 12:51:32 PM	0:05:18		Internal
597057659280			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Mar, 2025 09:31:19 PM	20 Mar, 2025 03:51:32 PM	12 Mar, 2025 12:51:32 PM	0:05:18		Internal
597057659280			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Mar, 2025 09:31:19 PM	20 Mar, 2025 03:51:32 PM	12 Mar, 2025 12:51:32 PM	0:05:18		Internal
597057659280			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Mar, 2025 09:31:19 PM	20 Mar, 2025 03:51:32 PM	12 Mar, 2025 12:51:32 PM	0:05:18		Internal
597057659280			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Mar, 2025 09:31:19 PM	20 Mar, 2025 03:51:32 PM	12 Mar, 2025 12:51:32 PM	0:05:18		Internal
597057659280			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Mar, 2025 09:31:19 PM	20 Mar, 2025 03:51:32 PM	12 Mar, 2025 12:51:32 PM	0:05:18		Internal
597057659280			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Mar, 2025 09:31:19 PM	20 Mar, 2025 03:51:32 PM	12 Mar, 2025 12:51:32 PM	0:05:18		Internal
597057659280			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Mar, 2025 09:31:19 PM	20 Mar, 2025 03:51:32 PM	12 Mar, 2025 12:51:32 PM	0:05:18		Internal
597057659280			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		12 Mar, 2025 09:31:19 PM	20 Mar, 2025 03:51:32 PM	12 Mar, 2025 12:51:32 PM	0:05:18		Internal
597057659280			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Mar, 2025 09:31:19 PM	20 Mar, 2025 03:51:32 PM	12 Mar, 2025 12:51:32 PM	0:05:18		Internal
597057659280			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Mar, 2025 09:31:19 PM	20 Mar, 2025 03:51:32 PM	12 Mar, 2025 12:51:32 PM	0:05:18		Internal
597057659280			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Mar, 2025 09:31:19 PM	20 Mar, 2025 03:51:32 PM	12 Mar, 2025 12:51:32 PM	0:05:18		Internal
597058343504			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Mar, 2025 10:01:00 AM	20 Mar, 2025 03:56:51 PM	17 Mar, 2025 08:43:20 PM	0:06:22		Internal
597058343504			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Mar, 2025 10:01:00 AM	20 Mar, 2025 03:56:51 PM	17 Mar, 2025 08:43:20 PM	0:06:22		Internal
597058343504			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Mar, 2025 10:01:00 AM	20 Mar, 2025 03:56:51 PM	17 Mar, 2025 08:43:20 PM	0:06:22		Internal
597058343504			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Mar, 2025 10:01:00 AM	20 Mar, 2025 03:56:51 PM	17 Mar, 2025 08:43:20 PM	0:06:22		Internal
597058343504			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Mar, 2025 10:01:00 AM	20 Mar, 2025 03:56:51 PM	17 Mar, 2025 08:43:20 PM	0:06:22		Internal
597058343504			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Mar, 2025 10:01:00 AM	20 Mar, 2025 03:56:51 PM	17 Mar, 2025 08:43:20 PM	0:06:22		Internal
597058343504			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Mar, 2025 10:01:00 AM	20 Mar, 2025 03:56:51 PM	17 Mar, 2025 08:43:20 PM	0:06:22		Internal
597058343504			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Mar, 2025 10:01:00 AM	20 Mar, 2025 03:56:51 PM	17 Mar, 2025 08:43:20 PM	0:06:22		Internal
597058343504			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Mar, 2025 10:01:00 AM	20 Mar, 2025 03:56:51 PM	17 Mar, 2025 08:43:20 PM	0:06:22		Internal
597058343504			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Mar, 2025 10:01:00 AM	20 Mar, 2025 03:56:51 PM	17 Mar, 2025 08:43:20 PM	0:06:22		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597058343504	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	18 Mar, 2025 10:01:00 AM	20 Mar, 2025 03:56:51 PM	17 Mar, 2025 08:43:20 PM	0:06:22		Internal
597058343504			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	18 Mar, 2025 10:01:00 AM	20 Mar, 2025 03:56:51 PM	17 Mar, 2025 08:43:20 PM	0:06:22		Internal
597058343504			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	18 Mar, 2025 10:01:00 AM	20 Mar, 2025 03:56:51 PM	17 Mar, 2025 08:43:20 PM	0:06:22		Internal
597058343504			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	18 Mar, 2025 10:01:00 AM	20 Mar, 2025 03:56:51 PM	17 Mar, 2025 08:43:20 PM	0:06:22		Internal
597058343504			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	18 Mar, 2025 10:01:00 AM	20 Mar, 2025 03:56:51 PM	17 Mar, 2025 08:43:20 PM	0:06:22		Internal
597058343504			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	18 Mar, 2025 10:01:00 AM	20 Mar, 2025 03:56:51 PM	17 Mar, 2025 08:43:20 PM	0:06:22		Internal
597058343504			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	18 Mar, 2025 10:01:00 AM	20 Mar, 2025 03:56:51 PM	17 Mar, 2025 08:43:20 PM	0:06:22		Internal
597058343504			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	18 Mar, 2025 10:01:00 AM	20 Mar, 2025 03:56:51 PM	17 Mar, 2025 08:43:20 PM	0:06:22		Internal
597058343504			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	18 Mar, 2025 10:01:00 AM	20 Mar, 2025 03:56:51 PM	17 Mar, 2025 08:43:20 PM	0:06:22		Internal
597058343504			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	18 Mar, 2025 10:01:00 AM	20 Mar, 2025 03:56:51 PM	17 Mar, 2025 08:43:20 PM	0:06:22		Internal
597058343504			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	18 Mar, 2025 10:01:00 AM	20 Mar, 2025 03:56:51 PM	17 Mar, 2025 08:43:20 PM	0:06:22		Internal
597058343504			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	18 Mar, 2025 10:01:00 AM	20 Mar, 2025 03:56:51 PM	17 Mar, 2025 08:43:20 PM	0:06:22		Internal
597058343504			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	18 Mar, 2025 10:01:00 AM	20 Mar, 2025 03:56:51 PM	17 Mar, 2025 08:43:20 PM	0:06:22		Internal
597058343504			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	18 Mar, 2025 10:01:00 AM	20 Mar, 2025 03:56:51 PM	17 Mar, 2025 08:43:20 PM	0:06:22		Internal
597058343504			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	18 Mar, 2025 10:01:00 AM	20 Mar, 2025 03:56:51 PM	17 Mar, 2025 08:43:20 PM	0:06:22		Internal
597058343504			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	18 Mar, 2025 10:01:00 AM	20 Mar, 2025 03:56:51 PM	17 Mar, 2025 08:43:20 PM	0:06:22		Internal
597057719187			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	12 Mar, 2025 05:31:15 PM	20 Mar, 2025 04:15:16 PM	12 Mar, 2025 04:24:17 PM	0:06:19		Internal
597057719187			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	12 Mar, 2025 05:31:15 PM	20 Mar, 2025 04:15:16 PM	12 Mar, 2025 04:24:17 PM	0:06:19		Internal
597057719187			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	12 Mar, 2025 05:31:15 PM	20 Mar, 2025 04:15:16 PM	12 Mar, 2025 04:24:17 PM	0:06:19		Internal
597057719187			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	12 Mar, 2025 05:31:15 PM	20 Mar, 2025 04:15:16 PM	12 Mar, 2025 04:24:17 PM	0:06:19		Internal
597057719187			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	12 Mar, 2025 05:31:15 PM	20 Mar, 2025 04:15:16 PM	12 Mar, 2025 04:24:17 PM	0:06:19		Internal
597057719187			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	12 Mar, 2025 05:31:15 PM	20 Mar, 2025 04:15:16 PM	12 Mar, 2025 04:24:17 PM	0:06:19		Internal
597057719187			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	12 Mar, 2025 05:31:15 PM	20 Mar, 2025 04:15:16 PM	12 Mar, 2025 04:24:17 PM	0:06:19		Internal
597057719187			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	12 Mar, 2025 05:31:15 PM	20 Mar, 2025 04:15:16 PM	12 Mar, 2025 04:24:17 PM	0:06:19		Internal
597057719187			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	12 Mar, 2025 05:31:15 PM	20 Mar, 2025 04:15:16 PM	12 Mar, 2025 04:24:17 PM	0:06:19		Internal
597057719187			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	12 Mar, 2025 05:31:15 PM	20 Mar, 2025 04:15:16 PM	12 Mar, 2025 04:24:17 PM	0:06:19		Internal
597057719187			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	12 Mar, 2025 05:31:15 PM	20 Mar, 2025 04:15:16 PM	12 Mar, 2025 04:24:17 PM	0:06:19		Internal
597057719187			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	12 Mar, 2025 05:31:15 PM	20 Mar, 2025 04:15:16 PM	12 Mar, 2025 04:24:17 PM	0:06:19		Internal
597057719187			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	12 Mar, 2025 05:31:15 PM	20 Mar, 2025 04:15:16 PM	12 Mar, 2025 04:24:17 PM	0:06:19		Internal
597057719187			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	12 Mar, 2025 05:31:15 PM	20 Mar, 2025 04:15:16 PM	12 Mar, 2025 04:24:17 PM	0:06:19		Internal
597057719187			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	12 Mar, 2025 05:31:15 PM	20 Mar, 2025 04:15:16 PM	12 Mar, 2025 04:24:17 PM	0:06:19		Internal
597057719187			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	12 Mar, 2025 05:31:15 PM	20 Mar, 2025 04:15:16 PM	12 Mar, 2025 04:24:17 PM	0:06:19		Internal
597057719187			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	12 Mar, 2025 05:31:15 PM	20 Mar, 2025 04:15:16 PM	12 Mar, 2025 04:24:17 PM	0:06:19		Internal
597057719187			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	12 Mar, 2025 05:31:15 PM	20 Mar, 2025 04:15:16 PM	12 Mar, 2025 04:24:17 PM	0:06:19		Internal
597057719187			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	12 Mar, 2025 05:31:15 PM	20 Mar, 2025 04:15:16 PM	12 Mar, 2025 04:24:17 PM	0:06:19		Internal
597057719187			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	12 Mar, 2025 05:31:15 PM	20 Mar, 2025 04:15:16 PM	12 Mar, 2025 04:24:17 PM	0:06:19		Internal
597057719187			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	12 Mar, 2025 05:31:15 PM	20 Mar, 2025 04:15:16 PM	12 Mar, 2025 04:24:17 PM	0:06:19		Internal
597057719187			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	12 Mar, 2025 05:31:15 PM	20 Mar, 2025 04:15:16 PM	12 Mar, 2025 04:24:17 PM	0:06:19		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597057719187	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	[redacted]	12 Mar, 2025 05:31:15 PM	20 Mar, 2025 04:15:16 PM	12 Mar, 2025 04:24:17 PM	0:06:19		Internal
597057719187			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Mar, 2025 05:31:15 PM	20 Mar, 2025 04:15:16 PM	12 Mar, 2025 04:24:17 PM	0:06:19		Internal
597057719187			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Mar, 2025 05:31:15 PM	20 Mar, 2025 04:15:16 PM	12 Mar, 2025 04:24:17 PM	0:06:19		Internal
597057719187			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Mar, 2025 05:31:15 PM	20 Mar, 2025 04:15:16 PM	12 Mar, 2025 04:24:17 PM	0:06:19		Internal
597057966836			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Mar, 2025 07:30:59 AM	20 Mar, 2025 04:23:09 PM	13 Mar, 2025 10:31:48 PM	0:03:18		Internal
597057966836			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Mar, 2025 07:30:59 AM	20 Mar, 2025 04:23:09 PM	13 Mar, 2025 10:31:48 PM	0:03:18		Internal
597057966836			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Mar, 2025 07:30:59 AM	20 Mar, 2025 04:23:09 PM	13 Mar, 2025 10:31:48 PM	0:03:18		Internal
597057966836			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Mar, 2025 07:30:59 AM	20 Mar, 2025 04:23:09 PM	13 Mar, 2025 10:31:48 PM	0:03:18		Internal
597057966836			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Mar, 2025 07:30:59 AM	20 Mar, 2025 04:23:09 PM	13 Mar, 2025 10:31:48 PM	0:03:18		Internal
597057966836			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Mar, 2025 07:30:59 AM	20 Mar, 2025 04:23:09 PM	13 Mar, 2025 10:31:48 PM	0:03:18		Internal
597057966836			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Mar, 2025 07:30:59 AM	20 Mar, 2025 04:23:09 PM	13 Mar, 2025 10:31:48 PM	0:03:18		Internal
597057966836			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Mar, 2025 07:30:59 AM	20 Mar, 2025 04:23:09 PM	13 Mar, 2025 10:31:48 PM	0:03:18		Internal
597057966836			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Mar, 2025 07:30:59 AM	20 Mar, 2025 04:23:09 PM	13 Mar, 2025 10:31:48 PM	0:03:18		Internal
597057966836			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Mar, 2025 07:30:59 AM	20 Mar, 2025 04:23:09 PM	13 Mar, 2025 10:31:48 PM	0:03:18		Internal
597057966836			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Mar, 2025 07:30:59 AM	20 Mar, 2025 04:23:09 PM	13 Mar, 2025 10:31:48 PM	0:03:18		Internal
597057966836			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Mar, 2025 07:30:59 AM	20 Mar, 2025 04:23:09 PM	13 Mar, 2025 10:31:48 PM	0:03:18		Internal
597057966836			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Mar, 2025 07:30:59 AM	20 Mar, 2025 04:23:09 PM	13 Mar, 2025 10:31:48 PM	0:03:18		Internal
597057966836			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Mar, 2025 07:30:59 AM	20 Mar, 2025 04:23:09 PM	13 Mar, 2025 10:31:48 PM	0:03:18		Internal
597057966836			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Mar, 2025 07:30:59 AM	20 Mar, 2025 04:23:09 PM	13 Mar, 2025 10:31:48 PM	0:03:18		Internal
597057966836			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Mar, 2025 07:30:59 AM	20 Mar, 2025 04:23:09 PM	13 Mar, 2025 10:31:48 PM	0:03:18		Internal
597057966836			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Mar, 2025 07:30:59 AM	20 Mar, 2025 04:23:09 PM	13 Mar, 2025 10:31:48 PM	0:03:18		Internal
597057966836			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Mar, 2025 07:30:59 AM	20 Mar, 2025 04:23:09 PM	13 Mar, 2025 10:31:48 PM	0:03:18		Internal
597057966836			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Mar, 2025 07:30:59 AM	20 Mar, 2025 04:23:09 PM	13 Mar, 2025 10:31:48 PM	0:03:18		Internal
597057966836			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Mar, 2025 07:30:59 AM	20 Mar, 2025 04:23:09 PM	13 Mar, 2025 10:31:48 PM	0:03:18		Internal
597057966836			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Mar, 2025 07:30:59 AM	20 Mar, 2025 04:23:09 PM	13 Mar, 2025 10:31:48 PM	0:03:18		Internal
597057966836			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Mar, 2025 07:30:59 AM	20 Mar, 2025 04:23:09 PM	13 Mar, 2025 10:31:48 PM	0:03:18		Internal
597057966836			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		14 Mar, 2025 07:30:59 AM	20 Mar, 2025 04:23:09 PM	13 Mar, 2025 10:31:48 PM	0:03:18		Internal
597057966836			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Mar, 2025 07:30:59 AM	20 Mar, 2025 04:23:09 PM	13 Mar, 2025 10:31:48 PM	0:03:18		Internal
597057966836			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Mar, 2025 07:30:59 AM	20 Mar, 2025 04:23:09 PM	13 Mar, 2025 10:31:48 PM	0:03:18		Internal
597057966836			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Mar, 2025 07:30:59 AM	20 Mar, 2025 04:23:09 PM	13 Mar, 2025 10:31:48 PM	0:03:18		Internal
597058310122			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Mar, 2025 02:01:06 PM	20 Mar, 2025 05:58:17 PM	17 Mar, 2025 06:56:09 PM	0:04:28		Internal
597058310122			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Mar, 2025 02:01:06 PM	20 Mar, 2025 05:58:17 PM	17 Mar, 2025 06:56:09 PM	0:04:28		Internal
597058310122			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Mar, 2025 02:01:06 PM	20 Mar, 2025 05:58:17 PM	17 Mar, 2025 06:56:09 PM	0:04:28		Internal
597058310122			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Mar, 2025 02:01:06 PM	20 Mar, 2025 05:58:17 PM	17 Mar, 2025 06:56:09 PM	0:04:28		Internal
597058310122			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Mar, 2025 02:01:06 PM	20 Mar, 2025 05:58:17 PM	17 Mar, 2025 06:56:09 PM	0:04:28		Internal
597058310122			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Mar, 2025 02:01:06 PM	20 Mar, 2025 05:58:17 PM	17 Mar, 2025 06:56:09 PM	0:04:28		Internal
597058310122			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Mar, 2025 02:01:06 PM	20 Mar, 2025 05:58:17 PM	17 Mar, 2025 06:56:09 PM	0:04:28		Internal
597058310122			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Mar, 2025 02:01:06 PM	20 Mar, 2025 05:58:17 PM	17 Mar, 2025 06:56:09 PM	0:04:28		Internal
597058310122			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Mar, 2025 02:01:06 PM	20 Mar, 2025 05:58:17 PM	17 Mar, 2025 06:56:09 PM	0:04:28		Internal
597058310122			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Mar, 2025 02:01:06 PM	20 Mar, 2025 05:58:17 PM	17 Mar, 2025 06:56:09 PM	0:04:28		Internal
597058310122			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Mar, 2025 02:01:06 PM	20 Mar, 2025 05:58:17 PM	17 Mar, 2025 06:56:09 PM	0:04:28		Internal
597058310122			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Mar, 2025 02:01:06 PM	20 Mar, 2025 05:58:17 PM	17 Mar, 2025 06:56:09 PM	0:04:28		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597058310122	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	[redacted]	18 Mar, 2025 02:01:06 PM	20 Mar, 2025 05:58:17 PM	17 Mar, 2025 06:56:09 PM	0:04:28		Internal
597058310122			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Mar, 2025 02:01:06 PM	20 Mar, 2025 05:58:17 PM	17 Mar, 2025 06:56:09 PM	0:04:28		Internal
597058310122			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Mar, 2025 02:01:06 PM	20 Mar, 2025 05:58:17 PM	17 Mar, 2025 06:56:09 PM	0:04:28		Internal
597058310122			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Mar, 2025 02:01:06 PM	20 Mar, 2025 05:58:17 PM	17 Mar, 2025 06:56:09 PM	0:04:28		Internal
597058310122			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Mar, 2025 02:01:06 PM	20 Mar, 2025 05:58:17 PM	17 Mar, 2025 06:56:09 PM	0:04:28		Internal
597058310122			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Mar, 2025 02:01:06 PM	20 Mar, 2025 05:58:17 PM	17 Mar, 2025 06:56:09 PM	0:04:28		Internal
597058310122			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Mar, 2025 02:01:06 PM	20 Mar, 2025 05:58:17 PM	17 Mar, 2025 06:56:09 PM	0:04:28		Internal
597058310122			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Mar, 2025 02:01:06 PM	20 Mar, 2025 05:58:17 PM	17 Mar, 2025 06:56:09 PM	0:04:28		Internal
597058310122			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Mar, 2025 02:01:06 PM	20 Mar, 2025 05:58:17 PM	17 Mar, 2025 06:56:09 PM	0:04:28		Internal
597058310122			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Mar, 2025 02:01:06 PM	20 Mar, 2025 05:58:17 PM	17 Mar, 2025 06:56:09 PM	0:04:28		Internal
597058310122			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		18 Mar, 2025 02:01:06 PM	20 Mar, 2025 05:58:17 PM	17 Mar, 2025 06:56:09 PM	0:04:28		Internal
597058310122			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Mar, 2025 02:01:06 PM	20 Mar, 2025 05:58:17 PM	17 Mar, 2025 06:56:09 PM	0:04:28		Internal
597058310122			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Mar, 2025 02:01:06 PM	20 Mar, 2025 05:58:17 PM	17 Mar, 2025 06:56:09 PM	0:04:28		Internal
597058310122			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Mar, 2025 02:01:06 PM	20 Mar, 2025 05:58:17 PM	17 Mar, 2025 06:56:09 PM	0:04:28		Internal
597057789624			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Mar, 2025 07:31:01 AM	20 Mar, 2025 06:52:35 PM	12 Mar, 2025 09:13:09 PM	0:02:55		Internal
597057789624			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Mar, 2025 07:31:01 AM	20 Mar, 2025 06:52:35 PM	12 Mar, 2025 09:13:09 PM	0:02:55		Internal
597057789624			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Mar, 2025 07:31:01 AM	20 Mar, 2025 06:52:35 PM	12 Mar, 2025 09:13:09 PM	0:02:55		Internal
597057789624			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Mar, 2025 07:31:01 AM	20 Mar, 2025 06:52:35 PM	12 Mar, 2025 09:13:09 PM	0:02:55		Internal
597057789624			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Mar, 2025 07:31:01 AM	20 Mar, 2025 06:52:35 PM	12 Mar, 2025 09:13:09 PM	0:02:55		Internal
597057789624			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Mar, 2025 07:31:01 AM	20 Mar, 2025 06:52:35 PM	12 Mar, 2025 09:13:09 PM	0:02:55		Internal
597057789624			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Mar, 2025 07:31:01 AM	20 Mar, 2025 06:52:35 PM	12 Mar, 2025 09:13:09 PM	0:02:55		Internal
597057789624			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Mar, 2025 07:31:01 AM	20 Mar, 2025 06:52:35 PM	12 Mar, 2025 09:13:09 PM	0:02:55		Internal
597057789624			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Mar, 2025 07:31:01 AM	20 Mar, 2025 06:52:35 PM	12 Mar, 2025 09:13:09 PM	0:02:55		Internal
597057789624			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Mar, 2025 07:31:01 AM	20 Mar, 2025 06:52:35 PM	12 Mar, 2025 09:13:09 PM	0:02:55		Internal
597057789624			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Mar, 2025 07:31:01 AM	20 Mar, 2025 06:52:35 PM	12 Mar, 2025 09:13:09 PM	0:02:55		Internal
597057789624			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Mar, 2025 07:31:01 AM	20 Mar, 2025 06:52:35 PM	12 Mar, 2025 09:13:09 PM	0:02:55		Internal
597057789624			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Mar, 2025 07:31:01 AM	20 Mar, 2025 06:52:35 PM	12 Mar, 2025 09:13:09 PM	0:02:55		Internal
597057789624			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Mar, 2025 07:31:01 AM	20 Mar, 2025 06:52:35 PM	12 Mar, 2025 09:13:09 PM	0:02:55		Internal
597057789624			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Mar, 2025 07:31:01 AM	20 Mar, 2025 06:52:35 PM	12 Mar, 2025 09:13:09 PM	0:02:55		Internal
597057789624			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Mar, 2025 07:31:01 AM	20 Mar, 2025 06:52:35 PM	12 Mar, 2025 09:13:09 PM	0:02:55		Internal
597057789624			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Mar, 2025 07:31:01 AM	20 Mar, 2025 06:52:35 PM	12 Mar, 2025 09:13:09 PM	0:02:55		Internal
597057789624			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Mar, 2025 07:31:01 AM	20 Mar, 2025 06:52:35 PM	12 Mar, 2025 09:13:09 PM	0:02:55		Internal
597057789624			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Mar, 2025 07:31:01 AM	20 Mar, 2025 06:52:35 PM	12 Mar, 2025 09:13:09 PM	0:02:55		Internal
597057789624			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Mar, 2025 07:31:01 AM	20 Mar, 2025 06:52:35 PM	12 Mar, 2025 09:13:09 PM	0:02:55		Internal
597057789624			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Mar, 2025 07:31:01 AM	20 Mar, 2025 06:52:35 PM	12 Mar, 2025 09:13:09 PM	0:02:55		Internal
597057789624			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Mar, 2025 07:31:01 AM	20 Mar, 2025 06:52:35 PM	12 Mar, 2025 09:13:09 PM	0:02:55		Internal
597057789624			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		14 Mar, 2025 07:31:01 AM	20 Mar, 2025 06:52:35 PM	12 Mar, 2025 09:13:09 PM	0:02:55		Internal
597057789624			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Mar, 2025 07:31:01 AM	20 Mar, 2025 06:52:35 PM	12 Mar, 2025 09:13:09 PM	0:02:55		Internal
597057789624			CTE_Res_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Mar, 2025 07:31:01 AM	20 Mar, 2025 06:52:35 PM	12 Mar, 2025 09:13:09 PM	0:02:55		Internal
597057789624			CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Mar, 2025 07:31:01 AM	20 Mar, 2025 06:52:35 PM	12 Mar, 2025 09:13:09 PM	0:02:55		Internal
596115458156			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Mar, 2025 07:00:22 PM	20 Mar, 2025 07:16:47 PM	04 Mar, 2025 03:28:20 PM	0:02:20		Internal
596115458156			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Mar, 2025 07:00:22 PM	20 Mar, 2025 07:16:47 PM	04 Mar, 2025 03:28:20 PM	0:02:20		Internal
596115458156			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Mar, 2025 07:00:22 PM	20 Mar, 2025 07:16:47 PM	04 Mar, 2025 03:28:20 PM	0:02:20		Internal
596115458156			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Mar, 2025 07:00:22 PM	20 Mar, 2025 07:16:47 PM	04 Mar, 2025 03:28:20 PM	0:02:20		Internal
596115458156			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Mar, 2025 07:00:22 PM	20 Mar, 2025 07:16:47 PM	04 Mar, 2025 03:28:20 PM	0:02:20		Internal
596115458156			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 Mar, 2025 07:00:22 PM	20 Mar, 2025 07:16:47 PM	04 Mar, 2025 03:28:20 PM	0:02:20		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596115458156	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	05 Mar, 2025 07:00:22 PM	20 Mar, 2025 07:16:47 PM	04 Mar, 2025 03:28:20 PM	0:02:20		Internal
596115458156			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Mar, 2025 07:00:22 PM	20 Mar, 2025 07:16:47 PM	04 Mar, 2025 03:28:20 PM	0:02:20		Internal
596115458156			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Mar, 2025 07:00:22 PM	20 Mar, 2025 07:16:47 PM	04 Mar, 2025 03:28:20 PM	0:02:20		Internal
596115458156			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 Mar, 2025 07:00:22 PM	20 Mar, 2025 07:16:47 PM	04 Mar, 2025 03:28:20 PM	0:02:20		Internal
596115458156			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 Mar, 2025 07:00:22 PM	20 Mar, 2025 07:16:47 PM	04 Mar, 2025 03:28:20 PM	0:02:20		Internal
596115458156			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Mar, 2025 07:00:22 PM	20 Mar, 2025 07:16:47 PM	04 Mar, 2025 03:28:20 PM	0:02:20		Internal
596115458156			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Mar, 2025 07:00:22 PM	20 Mar, 2025 07:16:47 PM	04 Mar, 2025 03:28:20 PM	0:02:20		Internal
596115458156			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 Mar, 2025 07:00:22 PM	20 Mar, 2025 07:16:47 PM	04 Mar, 2025 03:28:20 PM	0:02:20		Internal
596115458156			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 Mar, 2025 07:00:22 PM	20 Mar, 2025 07:16:47 PM	04 Mar, 2025 03:28:20 PM	0:02:20		Internal
596115458156			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Mar, 2025 07:00:22 PM	20 Mar, 2025 07:16:47 PM	04 Mar, 2025 03:28:20 PM	0:02:20		Internal
596115458156			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Mar, 2025 07:00:22 PM	20 Mar, 2025 07:16:47 PM	04 Mar, 2025 03:28:20 PM	0:02:20		Internal
596115458156			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 Mar, 2025 07:00:22 PM	20 Mar, 2025 07:16:47 PM	04 Mar, 2025 03:28:20 PM	0:02:20		Internal
596115458156			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Mar, 2025 07:00:22 PM	20 Mar, 2025 07:16:47 PM	04 Mar, 2025 03:28:20 PM	0:02:20		Internal
596115458156			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Mar, 2025 07:00:22 PM	20 Mar, 2025 07:16:47 PM	04 Mar, 2025 03:28:20 PM	0:02:20		Internal
596115458156			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Mar, 2025 07:00:22 PM	20 Mar, 2025 07:16:47 PM	04 Mar, 2025 03:28:20 PM	0:02:20		Internal
596115458156			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Mar, 2025 07:00:22 PM	20 Mar, 2025 07:16:47 PM	04 Mar, 2025 03:28:20 PM	0:02:20		Internal
596115458156			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		05 Mar, 2025 07:00:22 PM	20 Mar, 2025 07:16:47 PM	04 Mar, 2025 03:28:20 PM	0:02:20		Internal
596115458156			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Mar, 2025 07:00:22 PM	20 Mar, 2025 07:16:47 PM	04 Mar, 2025 03:28:20 PM	0:02:20		Internal
596115458156			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Mar, 2025 07:00:22 PM	20 Mar, 2025 07:16:47 PM	04 Mar, 2025 03:28:20 PM	0:02:20		Internal
596115458156			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Mar, 2025 07:00:22 PM	20 Mar, 2025 07:16:47 PM	04 Mar, 2025 03:28:20 PM	0:02:20		Internal
597058412732			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Mar, 2025 06:02:03 PM	20 Mar, 2025 07:26:13 PM	18 Mar, 2025 02:42:16 PM	0:05:04		Internal
597058412732			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Mar, 2025 06:02:03 PM	20 Mar, 2025 07:26:13 PM	18 Mar, 2025 02:42:16 PM	0:05:04		Internal
597058412732			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Mar, 2025 06:02:03 PM	20 Mar, 2025 07:26:13 PM	18 Mar, 2025 02:42:16 PM	0:05:04		Internal
597058412732			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Mar, 2025 06:02:03 PM	20 Mar, 2025 07:26:13 PM	18 Mar, 2025 02:42:16 PM	0:05:04		Internal
597058412732			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Mar, 2025 06:02:03 PM	20 Mar, 2025 07:26:13 PM	18 Mar, 2025 02:42:16 PM	0:05:04		Internal
597058412732			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Mar, 2025 06:02:03 PM	20 Mar, 2025 07:26:13 PM	18 Mar, 2025 02:42:16 PM	0:05:04		Internal
597058412732			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Mar, 2025 06:02:03 PM	20 Mar, 2025 07:26:13 PM	18 Mar, 2025 02:42:16 PM	0:05:04		Internal
597058412732			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Mar, 2025 06:02:03 PM	20 Mar, 2025 07:26:13 PM	18 Mar, 2025 02:42:16 PM	0:05:04		Internal
597058412732			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Mar, 2025 06:02:03 PM	20 Mar, 2025 07:26:13 PM	18 Mar, 2025 02:42:16 PM	0:05:04		Internal
597058412732			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Mar, 2025 06:02:03 PM	20 Mar, 2025 07:26:13 PM	18 Mar, 2025 02:42:16 PM	0:05:04		Internal
597058412732			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Mar, 2025 06:02:03 PM	20 Mar, 2025 07:26:13 PM	18 Mar, 2025 02:42:16 PM	0:05:04		Internal
597058412732			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Mar, 2025 06:02:03 PM	20 Mar, 2025 07:26:13 PM	18 Mar, 2025 02:42:16 PM	0:05:04		Internal
597058412732			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Mar, 2025 06:02:03 PM	20 Mar, 2025 07:26:13 PM	18 Mar, 2025 02:42:16 PM	0:05:04		Internal
597058412732			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Mar, 2025 06:02:03 PM	20 Mar, 2025 07:26:13 PM	18 Mar, 2025 02:42:16 PM	0:05:04		Internal
597058412732			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Mar, 2025 06:02:03 PM	20 Mar, 2025 07:26:13 PM	18 Mar, 2025 02:42:16 PM	0:05:04		Internal
597058412732			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Mar, 2025 06:02:03 PM	20 Mar, 2025 07:26:13 PM	18 Mar, 2025 02:42:16 PM	0:05:04		Internal
597058412732			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Mar, 2025 06:02:03 PM	20 Mar, 2025 07:26:13 PM	18 Mar, 2025 02:42:16 PM	0:05:04		Internal
597058412732			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Mar, 2025 06:02:03 PM	20 Mar, 2025 07:26:13 PM	18 Mar, 2025 02:42:16 PM	0:05:04		Internal
597058412732			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Mar, 2025 06:02:03 PM	20 Mar, 2025 07:26:13 PM	18 Mar, 2025 02:42:16 PM	0:05:04		Internal
597058412732			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Mar, 2025 06:02:03 PM	20 Mar, 2025 07:26:13 PM	18 Mar, 2025 02:42:16 PM	0:05:04		Internal
597058412732			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Mar, 2025 06:02:03 PM	20 Mar, 2025 07:26:13 PM	18 Mar, 2025 02:42:16 PM	0:05:04		Internal
597058412732			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Mar, 2025 06:02:03 PM	20 Mar, 2025 07:26:13 PM	18 Mar, 2025 02:42:16 PM	0:05:04		Internal
597058412732			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		19 Mar, 2025 06:02:03 PM	20 Mar, 2025 07:26:13 PM	18 Mar, 2025 02:42:16 PM	0:05:04		Internal
597058412732			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Mar, 2025 06:02:03 PM	20 Mar, 2025 07:26:13 PM	18 Mar, 2025 02:42:16 PM	0:05:04		Internal
597058412732			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Mar, 2025 06:02:03 PM	20 Mar, 2025 07:26:13 PM	18 Mar, 2025 02:42:16 PM	0:05:04		Internal
597058412732			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Mar, 2025 06:02:03 PM	20 Mar, 2025 07:26:13 PM	18 Mar, 2025 02:42:16 PM	0:05:04		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597058735164	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	[redacted]	20 Mar, 2025 06:31:30 PM	20 Mar, 2025 07:47:49 PM	20 Mar, 2025 02:13:13 PM	0:03:43		Internal
597058735164			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Mar, 2025 06:31:30 PM	20 Mar, 2025 07:47:49 PM	20 Mar, 2025 02:13:13 PM	0:03:43		Internal
597058735164			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Mar, 2025 06:31:30 PM	20 Mar, 2025 07:47:49 PM	20 Mar, 2025 02:13:13 PM	0:03:43		Internal
597058735164			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Mar, 2025 06:31:30 PM	20 Mar, 2025 07:47:49 PM	20 Mar, 2025 02:13:13 PM	0:03:43		Internal
597058735164			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Mar, 2025 06:31:30 PM	20 Mar, 2025 07:47:49 PM	20 Mar, 2025 02:13:13 PM	0:03:43		Internal
597058735164			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		20 Mar, 2025 06:31:30 PM	20 Mar, 2025 07:47:49 PM	20 Mar, 2025 02:13:13 PM	0:03:43		Internal
597058735164			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 Mar, 2025 06:31:30 PM	20 Mar, 2025 07:47:49 PM	20 Mar, 2025 02:13:13 PM	0:03:43		Internal
597058735164			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 Mar, 2025 06:31:30 PM	20 Mar, 2025 07:47:49 PM	20 Mar, 2025 02:13:13 PM	0:03:43		Internal
597058735164			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 Mar, 2025 06:31:30 PM	20 Mar, 2025 07:47:49 PM	20 Mar, 2025 02:13:13 PM	0:03:43		Internal
597058735164			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		20 Mar, 2025 06:31:30 PM	20 Mar, 2025 07:47:49 PM	20 Mar, 2025 02:13:13 PM	0:03:43		Internal
597058735164			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		20 Mar, 2025 06:31:30 PM	20 Mar, 2025 07:47:49 PM	20 Mar, 2025 02:13:13 PM	0:03:43		Internal
597058735164			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Mar, 2025 06:31:30 PM	20 Mar, 2025 07:47:49 PM	20 Mar, 2025 02:13:13 PM	0:03:43		Internal
597058735164			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 Mar, 2025 06:31:30 PM	20 Mar, 2025 07:47:49 PM	20 Mar, 2025 02:13:13 PM	0:03:43		Internal
597058735164			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		20 Mar, 2025 06:31:30 PM	20 Mar, 2025 07:47:49 PM	20 Mar, 2025 02:13:13 PM	0:03:43		Internal
597058735164			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		20 Mar, 2025 06:31:30 PM	20 Mar, 2025 07:47:49 PM	20 Mar, 2025 02:13:13 PM	0:03:43		Internal
597058735164			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Mar, 2025 06:31:30 PM	20 Mar, 2025 07:47:49 PM	20 Mar, 2025 02:13:13 PM	0:03:43		Internal
597058735164			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 Mar, 2025 06:31:30 PM	20 Mar, 2025 07:47:49 PM	20 Mar, 2025 02:13:13 PM	0:03:43		Internal
597058735164			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		20 Mar, 2025 06:31:30 PM	20 Mar, 2025 07:47:49 PM	20 Mar, 2025 02:13:13 PM	0:03:43		Internal
597058735164			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		20 Mar, 2025 06:31:30 PM	20 Mar, 2025 07:47:49 PM	20 Mar, 2025 02:13:13 PM	0:03:43		Internal
597058735164			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Mar, 2025 06:31:30 PM	20 Mar, 2025 07:47:49 PM	20 Mar, 2025 02:13:13 PM	0:03:43		Internal
597058735164			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 Mar, 2025 06:31:30 PM	20 Mar, 2025 07:47:49 PM	20 Mar, 2025 02:13:13 PM	0:03:43		Internal
597058735164			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 Mar, 2025 06:31:30 PM	20 Mar, 2025 07:47:49 PM	20 Mar, 2025 02:13:13 PM	0:03:43		Internal
597058735164			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		20 Mar, 2025 06:31:30 PM	20 Mar, 2025 07:47:49 PM	20 Mar, 2025 02:13:13 PM	0:03:43		Internal
597058735164			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 Mar, 2025 06:31:30 PM	20 Mar, 2025 07:47:49 PM	20 Mar, 2025 02:13:13 PM	0:03:43		Internal
597058735164			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Mar, 2025 06:31:30 PM	20 Mar, 2025 07:47:49 PM	20 Mar, 2025 02:13:13 PM	0:03:43		Internal
597058735164			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Mar, 2025 06:31:30 PM	20 Mar, 2025 07:47:49 PM	20 Mar, 2025 02:13:13 PM	0:03:43		Internal
597057861565			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Mar, 2025 03:31:06 PM	21 Mar, 2025 12:07:30 PM	13 Mar, 2025 03:18:04 PM	0:03:41		Internal
597057861565			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Mar, 2025 03:31:06 PM	21 Mar, 2025 12:07:30 PM	13 Mar, 2025 03:18:04 PM	0:03:41		Internal
597057861565			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Mar, 2025 03:31:06 PM	21 Mar, 2025 12:07:30 PM	13 Mar, 2025 03:18:04 PM	0:03:41		Internal
597057861565			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Mar, 2025 03:31:06 PM	21 Mar, 2025 12:07:30 PM	13 Mar, 2025 03:18:04 PM	0:03:41		Internal
597057861565			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Mar, 2025 03:31:06 PM	21 Mar, 2025 12:07:30 PM	13 Mar, 2025 03:18:04 PM	0:03:41		Internal
597057861565			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Mar, 2025 03:31:06 PM	21 Mar, 2025 12:07:30 PM	13 Mar, 2025 03:18:04 PM	0:03:41		Internal
597057861565			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Mar, 2025 03:31:06 PM	21 Mar, 2025 12:07:30 PM	13 Mar, 2025 03:18:04 PM	0:03:41		Internal
597057861565			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Mar, 2025 03:31:06 PM	21 Mar, 2025 12:07:30 PM	13 Mar, 2025 03:18:04 PM	0:03:41		Internal
597057861565			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Mar, 2025 03:31:06 PM	21 Mar, 2025 12:07:30 PM	13 Mar, 2025 03:18:04 PM	0:03:41		Internal
597057861565			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Mar, 2025 03:31:06 PM	21 Mar, 2025 12:07:30 PM	13 Mar, 2025 03:18:04 PM	0:03:41		Internal
597057861565			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Mar, 2025 03:31:06 PM	21 Mar, 2025 12:07:30 PM	13 Mar, 2025 03:18:04 PM	0:03:41		Internal
597057861565			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Mar, 2025 03:31:06 PM	21 Mar, 2025 12:07:30 PM	13 Mar, 2025 03:18:04 PM	0:03:41		Internal
597057861565			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Mar, 2025 03:31:06 PM	21 Mar, 2025 12:07:30 PM	13 Mar, 2025 03:18:04 PM	0:03:41		Internal
597057861565			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Mar, 2025 03:31:06 PM	21 Mar, 2025 12:07:30 PM	13 Mar, 2025 03:18:04 PM	0:03:41		Internal
597057861565			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Mar, 2025 03:31:06 PM	21 Mar, 2025 12:07:30 PM	13 Mar, 2025 03:18:04 PM	0:03:41		Internal
597057861565			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Mar, 2025 03:31:06 PM	21 Mar, 2025 12:07:30 PM	13 Mar, 2025 03:18:04 PM	0:03:41		Internal
597057861565			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Mar, 2025 03:31:06 PM	21 Mar, 2025 12:07:30 PM	13 Mar, 2025 03:18:04 PM	0:03:41		Internal
597057861565			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Mar, 2025 03:31:06 PM	21 Mar, 2025 12:07:30 PM	13 Mar, 2025 03:18:04 PM	0:03:41		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597057861565	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	14 Mar, 2025 03:31:06 PM	21 Mar, 2025 12:07:30 PM	13 Mar, 2025 03:18:04 PM	0:03:41		Internal
597057861565			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Mar, 2025 03:31:06 PM	21 Mar, 2025 12:07:30 PM	13 Mar, 2025 03:18:04 PM	0:03:41		Internal
597057861565			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Mar, 2025 03:31:06 PM	21 Mar, 2025 12:07:30 PM	13 Mar, 2025 03:18:04 PM	0:03:41		Internal
597057861565			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Mar, 2025 03:31:06 PM	21 Mar, 2025 12:07:30 PM	13 Mar, 2025 03:18:04 PM	0:03:41		Internal
597057861565			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		14 Mar, 2025 03:31:06 PM	21 Mar, 2025 12:07:30 PM	13 Mar, 2025 03:18:04 PM	0:03:41		Internal
597057861565			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Mar, 2025 03:31:06 PM	21 Mar, 2025 12:07:30 PM	13 Mar, 2025 03:18:04 PM	0:03:41		Internal
597057861565			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Mar, 2025 03:31:06 PM	21 Mar, 2025 12:07:30 PM	13 Mar, 2025 03:18:04 PM	0:03:41		Internal
597057861565			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Mar, 2025 03:31:06 PM	21 Mar, 2025 12:07:30 PM	13 Mar, 2025 03:18:04 PM	0:03:41		Internal
597057931972			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Mar, 2025 03:31:10 PM	21 Mar, 2025 12:32:18 PM	13 Mar, 2025 07:51:36 PM	0:04:54		Internal
597057931972			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Mar, 2025 03:31:10 PM	21 Mar, 2025 12:32:18 PM	13 Mar, 2025 07:51:36 PM	0:04:54		Internal
597057931972			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Mar, 2025 03:31:10 PM	21 Mar, 2025 12:32:18 PM	13 Mar, 2025 07:51:36 PM	0:04:54		Internal
597057931972			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Mar, 2025 03:31:10 PM	21 Mar, 2025 12:32:18 PM	13 Mar, 2025 07:51:36 PM	0:04:54		Internal
597057931972			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Mar, 2025 03:31:10 PM	21 Mar, 2025 12:32:18 PM	13 Mar, 2025 07:51:36 PM	0:04:54		Internal
597057931972			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Mar, 2025 03:31:10 PM	21 Mar, 2025 12:32:18 PM	13 Mar, 2025 07:51:36 PM	0:04:54		Internal
597057931972			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Mar, 2025 03:31:10 PM	21 Mar, 2025 12:32:18 PM	13 Mar, 2025 07:51:36 PM	0:04:54		Internal
597057931972			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Mar, 2025 03:31:10 PM	21 Mar, 2025 12:32:18 PM	13 Mar, 2025 07:51:36 PM	0:04:54		Internal
597057931972			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Mar, 2025 03:31:10 PM	21 Mar, 2025 12:32:18 PM	13 Mar, 2025 07:51:36 PM	0:04:54		Internal
597057931972			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Mar, 2025 03:31:10 PM	21 Mar, 2025 12:32:18 PM	13 Mar, 2025 07:51:36 PM	0:04:54		Internal
597057931972			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Mar, 2025 03:31:10 PM	21 Mar, 2025 12:32:18 PM	13 Mar, 2025 07:51:36 PM	0:04:54		Internal
597057931972			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Mar, 2025 03:31:10 PM	21 Mar, 2025 12:32:18 PM	13 Mar, 2025 07:51:36 PM	0:04:54		Internal
597057931972			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Mar, 2025 03:31:10 PM	21 Mar, 2025 12:32:18 PM	13 Mar, 2025 07:51:36 PM	0:04:54		Internal
597057931972			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Mar, 2025 03:31:10 PM	21 Mar, 2025 12:32:18 PM	13 Mar, 2025 07:51:36 PM	0:04:54		Internal
597057931972			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Mar, 2025 03:31:10 PM	21 Mar, 2025 12:32:18 PM	13 Mar, 2025 07:51:36 PM	0:04:54		Internal
597057931972			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Mar, 2025 03:31:10 PM	21 Mar, 2025 12:32:18 PM	13 Mar, 2025 07:51:36 PM	0:04:54		Internal
597057931972			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Mar, 2025 03:31:10 PM	21 Mar, 2025 12:32:18 PM	13 Mar, 2025 07:51:36 PM	0:04:54		Internal
597057931972			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Mar, 2025 03:31:10 PM	21 Mar, 2025 12:32:18 PM	13 Mar, 2025 07:51:36 PM	0:04:54		Internal
597057931972			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Mar, 2025 03:31:10 PM	21 Mar, 2025 12:32:18 PM	13 Mar, 2025 07:51:36 PM	0:04:54		Internal
597057931972			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Mar, 2025 03:31:10 PM	21 Mar, 2025 12:32:18 PM	13 Mar, 2025 07:51:36 PM	0:04:54		Internal
597057931972			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Mar, 2025 03:31:10 PM	21 Mar, 2025 12:32:18 PM	13 Mar, 2025 07:51:36 PM	0:04:54		Internal
597057931972			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Mar, 2025 03:31:10 PM	21 Mar, 2025 12:32:18 PM	13 Mar, 2025 07:51:36 PM	0:04:54		Internal
597057931972			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		14 Mar, 2025 03:31:10 PM	21 Mar, 2025 12:32:18 PM	13 Mar, 2025 07:51:36 PM	0:04:54		Internal
597057931972			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Mar, 2025 03:31:10 PM	21 Mar, 2025 12:32:18 PM	13 Mar, 2025 07:51:36 PM	0:04:54		Internal
597057931972			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Mar, 2025 03:31:10 PM	21 Mar, 2025 12:32:18 PM	13 Mar, 2025 07:51:36 PM	0:04:54		Internal
597057931972			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Mar, 2025 03:31:10 PM	21 Mar, 2025 12:32:18 PM	13 Mar, 2025 07:51:36 PM	0:04:54		Internal
597058803269			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Mar, 2025 01:02:27 PM	21 Mar, 2025 01:14:43 PM	20 Mar, 2025 07:15:13 PM	0:06:40		Internal
597058803269			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Mar, 2025 01:02:27 PM	21 Mar, 2025 01:14:43 PM	20 Mar, 2025 07:15:13 PM	0:06:40		Internal
597058803269			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Mar, 2025 01:02:27 PM	21 Mar, 2025 01:14:43 PM	20 Mar, 2025 07:15:13 PM	0:06:40		Internal
597058803269			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Mar, 2025 01:02:27 PM	21 Mar, 2025 01:14:43 PM	20 Mar, 2025 07:15:13 PM	0:06:40		Internal
597058803269			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Mar, 2025 01:02:27 PM	21 Mar, 2025 01:14:43 PM	20 Mar, 2025 07:15:13 PM	0:06:40		Internal
597058803269			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Mar, 2025 01:02:27 PM	21 Mar, 2025 01:14:43 PM	20 Mar, 2025 07:15:13 PM	0:06:40		Internal
597058803269			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Mar, 2025 01:02:27 PM	21 Mar, 2025 01:14:43 PM	20 Mar, 2025 07:15:13 PM	0:06:40		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597058803269	[redacted]	[redacted]	CTE_Res_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	[redacted]	21 Mar, 2025 01:02:27 PM	21 Mar, 2025 01:14:43 PM	20 Mar, 2025 07:15:13 PM	0:06:40		Internal
597058803269			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Mar, 2025 01:02:27 PM	21 Mar, 2025 01:14:43 PM	20 Mar, 2025 07:15:13 PM	0:06:40		Internal
597058803269			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Mar, 2025 01:02:27 PM	21 Mar, 2025 01:14:43 PM	20 Mar, 2025 07:15:13 PM	0:06:40		Internal
597058803269			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Mar, 2025 01:02:27 PM	21 Mar, 2025 01:14:43 PM	20 Mar, 2025 07:15:13 PM	0:06:40		Internal
597058803269			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Mar, 2025 01:02:27 PM	21 Mar, 2025 01:14:43 PM	20 Mar, 2025 07:15:13 PM	0:06:40		Internal
597058803269			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Mar, 2025 01:02:27 PM	21 Mar, 2025 01:14:43 PM	20 Mar, 2025 07:15:13 PM	0:06:40		Internal
597058803269			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Mar, 2025 01:02:27 PM	21 Mar, 2025 01:14:43 PM	20 Mar, 2025 07:15:13 PM	0:06:40		Internal
597058803269			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Mar, 2025 01:02:27 PM	21 Mar, 2025 01:14:43 PM	20 Mar, 2025 07:15:13 PM	0:06:40		Internal
597058803269			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Mar, 2025 01:02:27 PM	21 Mar, 2025 01:14:43 PM	20 Mar, 2025 07:15:13 PM	0:06:40		Internal
597058803269			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Mar, 2025 01:02:27 PM	21 Mar, 2025 01:14:43 PM	20 Mar, 2025 07:15:13 PM	0:06:40		Internal
597058803269			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Mar, 2025 01:02:27 PM	21 Mar, 2025 01:14:43 PM	20 Mar, 2025 07:15:13 PM	0:06:40		Internal
597058803269			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Mar, 2025 01:02:27 PM	21 Mar, 2025 01:14:43 PM	20 Mar, 2025 07:15:13 PM	0:06:40		Internal
597058803269			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Mar, 2025 01:02:27 PM	21 Mar, 2025 01:14:43 PM	20 Mar, 2025 07:15:13 PM	0:06:40		Internal
597058803269			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Mar, 2025 01:02:27 PM	21 Mar, 2025 01:14:43 PM	20 Mar, 2025 07:15:13 PM	0:06:40		Internal
597058803269			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Mar, 2025 01:02:27 PM	21 Mar, 2025 01:14:43 PM	20 Mar, 2025 07:15:13 PM	0:06:40		Internal
597058803269			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		21 Mar, 2025 01:02:27 PM	21 Mar, 2025 01:14:43 PM	20 Mar, 2025 07:15:13 PM	0:06:40		Internal
597058803269			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Mar, 2025 01:02:27 PM	21 Mar, 2025 01:14:43 PM	20 Mar, 2025 07:15:13 PM	0:06:40		Internal
597058803269			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Mar, 2025 01:02:27 PM	21 Mar, 2025 01:14:43 PM	20 Mar, 2025 07:15:13 PM	0:06:40		Internal
597058803269			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Mar, 2025 01:02:27 PM	21 Mar, 2025 01:14:43 PM	20 Mar, 2025 07:15:13 PM	0:06:40		Internal
596116294223			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Mar, 2025 04:47:19 PM	21 Mar, 2025 01:40:48 PM	10 Mar, 2025 01:38:57 PM	0:03:52		Internal
596116294223			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Mar, 2025 04:47:19 PM	21 Mar, 2025 01:40:48 PM	10 Mar, 2025 01:38:57 PM	0:03:52		Internal
596116294223			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Mar, 2025 04:47:19 PM	21 Mar, 2025 01:40:48 PM	10 Mar, 2025 01:38:57 PM	0:03:52		Internal
596116294223			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Mar, 2025 04:47:19 PM	21 Mar, 2025 01:40:48 PM	10 Mar, 2025 01:38:57 PM	0:03:52		Internal
596116294223			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Mar, 2025 04:47:19 PM	21 Mar, 2025 01:40:48 PM	10 Mar, 2025 01:38:57 PM	0:03:52		Internal
596116294223			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Mar, 2025 04:47:19 PM	21 Mar, 2025 01:40:48 PM	10 Mar, 2025 01:38:57 PM	0:03:52		Internal
596116294223			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Mar, 2025 04:47:19 PM	21 Mar, 2025 01:40:48 PM	10 Mar, 2025 01:38:57 PM	0:03:52		Internal
596116294223			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Mar, 2025 04:47:19 PM	21 Mar, 2025 01:40:48 PM	10 Mar, 2025 01:38:57 PM	0:03:52		Internal
596116294223			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Mar, 2025 04:47:19 PM	21 Mar, 2025 01:40:48 PM	10 Mar, 2025 01:38:57 PM	0:03:52		Internal
596116294223			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Mar, 2025 04:47:19 PM	21 Mar, 2025 01:40:48 PM	10 Mar, 2025 01:38:57 PM	0:03:52		Internal
596116294223			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Mar, 2025 04:47:19 PM	21 Mar, 2025 01:40:48 PM	10 Mar, 2025 01:38:57 PM	0:03:52		Internal
596116294223			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Mar, 2025 04:47:19 PM	21 Mar, 2025 01:40:48 PM	10 Mar, 2025 01:38:57 PM	0:03:52		Internal
596116294223			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Mar, 2025 04:47:19 PM	21 Mar, 2025 01:40:48 PM	10 Mar, 2025 01:38:57 PM	0:03:52		Internal
596116294223			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Mar, 2025 04:47:19 PM	21 Mar, 2025 01:40:48 PM	10 Mar, 2025 01:38:57 PM	0:03:52		Internal
596116294223			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Mar, 2025 04:47:19 PM	21 Mar, 2025 01:40:48 PM	10 Mar, 2025 01:38:57 PM	0:03:52		Internal
596116294223			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Mar, 2025 04:47:19 PM	21 Mar, 2025 01:40:48 PM	10 Mar, 2025 01:38:57 PM	0:03:52		Internal
596116294223			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Mar, 2025 04:47:19 PM	21 Mar, 2025 01:40:48 PM	10 Mar, 2025 01:38:57 PM	0:03:52		Internal
596116294223			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Mar, 2025 04:47:19 PM	21 Mar, 2025 01:40:48 PM	10 Mar, 2025 01:38:57 PM	0:03:52		Internal
596116294223			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Mar, 2025 04:47:19 PM	21 Mar, 2025 01:40:48 PM	10 Mar, 2025 01:38:57 PM	0:03:52		Internal
596116294223			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Mar, 2025 04:47:19 PM	21 Mar, 2025 01:40:48 PM	10 Mar, 2025 01:38:57 PM	0:03:52		Internal
596116294223			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Mar, 2025 04:47:19 PM	21 Mar, 2025 01:40:48 PM	10 Mar, 2025 01:38:57 PM	0:03:52		Internal
596116294223			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Mar, 2025 04:47:19 PM	21 Mar, 2025 01:40:48 PM	10 Mar, 2025 01:38:57 PM	0:03:52		Internal
596116294223			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Mar, 2025 04:47:19 PM	21 Mar, 2025 01:40:48 PM	10 Mar, 2025 01:38:57 PM	0:03:52		Internal
596116294223			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Mar, 2025 04:47:19 PM	21 Mar, 2025 01:40:48 PM	10 Mar, 2025 01:38:57 PM	0:03:52		Internal
596116294223			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Mar, 2025 04:47:19 PM	21 Mar, 2025 01:40:48 PM	10 Mar, 2025 01:38:57 PM	0:03:52		Internal
596116294223			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Mar, 2025 04:47:19 PM	21 Mar, 2025 01:40:48 PM	10 Mar, 2025 01:38:57 PM	0:03:52		Internal
597058830285			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Mar, 2025 01:29:07 PM	21 Mar, 2025 02:04:16 PM	20 Mar, 2025 08:25:47 PM	0:03:35		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597058830285	[redacted]	[redacted]	CTE_Res_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	[redacted]	21 Mar, 2025 01:29:07 PM	21 Mar, 2025 02:04:16 PM	20 Mar, 2025 08:25:47 PM	0:03:35		Internal
597058830285			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Mar, 2025 01:29:07 PM	21 Mar, 2025 02:04:16 PM	20 Mar, 2025 08:25:47 PM	0:03:35		Internal
597058830285			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Mar, 2025 01:29:07 PM	21 Mar, 2025 02:04:16 PM	20 Mar, 2025 08:25:47 PM	0:03:35		Internal
597058830285			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Mar, 2025 01:29:07 PM	21 Mar, 2025 02:04:16 PM	20 Mar, 2025 08:25:47 PM	0:03:35		Internal
597058830285			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Mar, 2025 01:29:07 PM	21 Mar, 2025 02:04:16 PM	20 Mar, 2025 08:25:47 PM	0:03:35		Internal
597058830285			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Mar, 2025 01:29:07 PM	21 Mar, 2025 02:04:16 PM	20 Mar, 2025 08:25:47 PM	0:03:35		Internal
597058830285			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Mar, 2025 01:29:07 PM	21 Mar, 2025 02:04:16 PM	20 Mar, 2025 08:25:47 PM	0:03:35		Internal
597058830285			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Mar, 2025 01:29:07 PM	21 Mar, 2025 02:04:16 PM	20 Mar, 2025 08:25:47 PM	0:03:35		Internal
597058830285			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Mar, 2025 01:29:07 PM	21 Mar, 2025 02:04:16 PM	20 Mar, 2025 08:25:47 PM	0:03:35		Internal
597058830285			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Mar, 2025 01:29:07 PM	21 Mar, 2025 02:04:16 PM	20 Mar, 2025 08:25:47 PM	0:03:35		Internal
597058830285			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Mar, 2025 01:29:07 PM	21 Mar, 2025 02:04:16 PM	20 Mar, 2025 08:25:47 PM	0:03:35		Internal
597058830285			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Mar, 2025 01:29:07 PM	21 Mar, 2025 02:04:16 PM	20 Mar, 2025 08:25:47 PM	0:03:35		Internal
597058830285			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Mar, 2025 01:29:07 PM	21 Mar, 2025 02:04:16 PM	20 Mar, 2025 08:25:47 PM	0:03:35		Internal
597058830285			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Mar, 2025 01:29:07 PM	21 Mar, 2025 02:04:16 PM	20 Mar, 2025 08:25:47 PM	0:03:35		Internal
597058830285			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Mar, 2025 01:29:07 PM	21 Mar, 2025 02:04:16 PM	20 Mar, 2025 08:25:47 PM	0:03:35		Internal
597058830285			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Mar, 2025 01:29:07 PM	21 Mar, 2025 02:04:16 PM	20 Mar, 2025 08:25:47 PM	0:03:35		Internal
597058830285			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Mar, 2025 01:29:07 PM	21 Mar, 2025 02:04:16 PM	20 Mar, 2025 08:25:47 PM	0:03:35		Internal
597058830285			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Mar, 2025 01:29:07 PM	21 Mar, 2025 02:04:16 PM	20 Mar, 2025 08:25:47 PM	0:03:35		Internal
597058830285			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Mar, 2025 01:29:07 PM	21 Mar, 2025 02:04:16 PM	20 Mar, 2025 08:25:47 PM	0:03:35		Internal
597058830285			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Mar, 2025 01:29:07 PM	21 Mar, 2025 02:04:16 PM	20 Mar, 2025 08:25:47 PM	0:03:35		Internal
597058830285			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Mar, 2025 01:29:07 PM	21 Mar, 2025 02:04:16 PM	20 Mar, 2025 08:25:47 PM	0:03:35		Internal
597058830285			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		21 Mar, 2025 01:29:07 PM	21 Mar, 2025 02:04:16 PM	20 Mar, 2025 08:25:47 PM	0:03:35		Internal
597058830285			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Mar, 2025 01:29:07 PM	21 Mar, 2025 02:04:16 PM	20 Mar, 2025 08:25:47 PM	0:03:35		Internal
597058830285			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Mar, 2025 01:29:07 PM	21 Mar, 2025 02:04:16 PM	20 Mar, 2025 08:25:47 PM	0:03:35		Internal
597058830285			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Mar, 2025 01:29:07 PM	21 Mar, 2025 02:04:16 PM	20 Mar, 2025 08:25:47 PM	0:03:35		Internal
597058404056			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Mar, 2025 02:10:08 PM	21 Mar, 2025 02:14:24 PM	18 Mar, 2025 02:01:38 PM	0:03:24		Internal
597058404056			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Mar, 2025 02:10:08 PM	21 Mar, 2025 02:14:24 PM	18 Mar, 2025 02:01:38 PM	0:03:24		Internal
597058404056			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Mar, 2025 02:10:08 PM	21 Mar, 2025 02:14:24 PM	18 Mar, 2025 02:01:38 PM	0:03:24		Internal
597058404056			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Mar, 2025 02:10:08 PM	21 Mar, 2025 02:14:24 PM	18 Mar, 2025 02:01:38 PM	0:03:24		Internal
597058404056			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Mar, 2025 02:10:08 PM	21 Mar, 2025 02:14:24 PM	18 Mar, 2025 02:01:38 PM	0:03:24		Internal
597058404056			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Mar, 2025 02:10:08 PM	21 Mar, 2025 02:14:24 PM	18 Mar, 2025 02:01:38 PM	0:03:24		Internal
597058404056			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Mar, 2025 02:10:08 PM	21 Mar, 2025 02:14:24 PM	18 Mar, 2025 02:01:38 PM	0:03:24		Internal
597058404056			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Mar, 2025 02:10:08 PM	21 Mar, 2025 02:14:24 PM	18 Mar, 2025 02:01:38 PM	0:03:24		Internal
597058404056			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Mar, 2025 02:10:08 PM	21 Mar, 2025 02:14:24 PM	18 Mar, 2025 02:01:38 PM	0:03:24		Internal
597058404056			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Mar, 2025 02:10:08 PM	21 Mar, 2025 02:14:24 PM	18 Mar, 2025 02:01:38 PM	0:03:24		Internal
597058404056			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Mar, 2025 02:10:08 PM	21 Mar, 2025 02:14:24 PM	18 Mar, 2025 02:01:38 PM	0:03:24		Internal
597058404056			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Mar, 2025 02:10:08 PM	21 Mar, 2025 02:14:24 PM	18 Mar, 2025 02:01:38 PM	0:03:24		Internal
597058404056			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Mar, 2025 02:10:08 PM	21 Mar, 2025 02:14:24 PM	18 Mar, 2025 02:01:38 PM	0:03:24		Internal
597058404056			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Mar, 2025 02:10:08 PM	21 Mar, 2025 02:14:24 PM	18 Mar, 2025 02:01:38 PM	0:03:24		Internal
597058404056			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Mar, 2025 02:10:08 PM	21 Mar, 2025 02:14:24 PM	18 Mar, 2025 02:01:38 PM	0:03:24		Internal
597058404056			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Mar, 2025 02:10:08 PM	21 Mar, 2025 02:14:24 PM	18 Mar, 2025 02:01:38 PM	0:03:24		Internal
597058404056			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Mar, 2025 02:10:08 PM	21 Mar, 2025 02:14:24 PM	18 Mar, 2025 02:01:38 PM	0:03:24		Internal
597058404056			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Mar, 2025 02:10:08 PM	21 Mar, 2025 02:14:24 PM	18 Mar, 2025 02:01:38 PM	0:03:24		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597058404056	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	21 Mar, 2025 02:10:08 PM	21 Mar, 2025 02:14:24 PM	18 Mar, 2025 02:01:38 PM	0:03:24		Internal
597058404056			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Mar, 2025 02:10:08 PM	21 Mar, 2025 02:14:24 PM	18 Mar, 2025 02:01:38 PM	0:03:24		Internal
597058404056			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Mar, 2025 02:10:08 PM	21 Mar, 2025 02:14:24 PM	18 Mar, 2025 02:01:38 PM	0:03:24		Internal
597058404056			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Mar, 2025 02:10:08 PM	21 Mar, 2025 02:14:24 PM	18 Mar, 2025 02:01:38 PM	0:03:24		Internal
597058404056			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		21 Mar, 2025 02:10:08 PM	21 Mar, 2025 02:14:24 PM	18 Mar, 2025 02:01:38 PM	0:03:24		Internal
597058404056			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Mar, 2025 02:10:08 PM	21 Mar, 2025 02:14:24 PM	18 Mar, 2025 02:01:38 PM	0:03:24		Internal
597058404056			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Mar, 2025 02:10:08 PM	21 Mar, 2025 02:14:24 PM	18 Mar, 2025 02:01:38 PM	0:03:24		Internal
597058404056			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Mar, 2025 02:10:08 PM	21 Mar, 2025 02:14:24 PM	18 Mar, 2025 02:01:38 PM	0:03:24		Internal
597058375987			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Mar, 2025 02:42:34 PM	21 Mar, 2025 02:48:00 PM	18 Mar, 2025 03:39:27 AM	0:03:24		Internal
597058375987			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Mar, 2025 02:42:34 PM	21 Mar, 2025 02:48:00 PM	18 Mar, 2025 03:39:27 AM	0:03:24		Internal
597058375987			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Mar, 2025 02:42:34 PM	21 Mar, 2025 02:48:00 PM	18 Mar, 2025 03:39:27 AM	0:03:24		Internal
597058375987			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Mar, 2025 02:42:34 PM	21 Mar, 2025 02:48:00 PM	18 Mar, 2025 03:39:27 AM	0:03:24		Internal
597058375987			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Mar, 2025 02:42:34 PM	21 Mar, 2025 02:48:00 PM	18 Mar, 2025 03:39:27 AM	0:03:24		Internal
597058375987			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Mar, 2025 02:42:34 PM	21 Mar, 2025 02:48:00 PM	18 Mar, 2025 03:39:27 AM	0:03:24		Internal
597058375987			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Mar, 2025 02:42:34 PM	21 Mar, 2025 02:48:00 PM	18 Mar, 2025 03:39:27 AM	0:03:24		Internal
597058375987			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Mar, 2025 02:42:34 PM	21 Mar, 2025 02:48:00 PM	18 Mar, 2025 03:39:27 AM	0:03:24		Internal
597058375987			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Mar, 2025 02:42:34 PM	21 Mar, 2025 02:48:00 PM	18 Mar, 2025 03:39:27 AM	0:03:24		Internal
597058375987			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Mar, 2025 02:42:34 PM	21 Mar, 2025 02:48:00 PM	18 Mar, 2025 03:39:27 AM	0:03:24		Internal
597058375987			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Mar, 2025 02:42:34 PM	21 Mar, 2025 02:48:00 PM	18 Mar, 2025 03:39:27 AM	0:03:24		Internal
597058375987			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Mar, 2025 02:42:34 PM	21 Mar, 2025 02:48:00 PM	18 Mar, 2025 03:39:27 AM	0:03:24		Internal
597058375987			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Mar, 2025 02:42:34 PM	21 Mar, 2025 02:48:00 PM	18 Mar, 2025 03:39:27 AM	0:03:24		Internal
597058375987			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Mar, 2025 02:42:34 PM	21 Mar, 2025 02:48:00 PM	18 Mar, 2025 03:39:27 AM	0:03:24		Internal
597058375987			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Mar, 2025 02:42:34 PM	21 Mar, 2025 02:48:00 PM	18 Mar, 2025 03:39:27 AM	0:03:24		Internal
597058375987			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Mar, 2025 02:42:34 PM	21 Mar, 2025 02:48:00 PM	18 Mar, 2025 03:39:27 AM	0:03:24		Internal
597058375987			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Mar, 2025 02:42:34 PM	21 Mar, 2025 02:48:00 PM	18 Mar, 2025 03:39:27 AM	0:03:24		Internal
597058375987			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Mar, 2025 02:42:34 PM	21 Mar, 2025 02:48:00 PM	18 Mar, 2025 03:39:27 AM	0:03:24		Internal
597058375987			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Mar, 2025 02:42:34 PM	21 Mar, 2025 02:48:00 PM	18 Mar, 2025 03:39:27 AM	0:03:24		Internal
597058375987			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Mar, 2025 02:42:34 PM	21 Mar, 2025 02:48:00 PM	18 Mar, 2025 03:39:27 AM	0:03:24		Internal
597058375987			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Mar, 2025 02:42:34 PM	21 Mar, 2025 02:48:00 PM	18 Mar, 2025 03:39:27 AM	0:03:24		Internal
597058375987			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Mar, 2025 02:42:34 PM	21 Mar, 2025 02:48:00 PM	18 Mar, 2025 03:39:27 AM	0:03:24		Internal
597058375987			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		21 Mar, 2025 02:42:34 PM	21 Mar, 2025 02:48:00 PM	18 Mar, 2025 03:39:27 AM	0:03:24		Internal
597058375987			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Mar, 2025 02:42:34 PM	21 Mar, 2025 02:48:00 PM	18 Mar, 2025 03:39:27 AM	0:03:24		Internal
597058375987			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Mar, 2025 02:42:34 PM	21 Mar, 2025 02:48:00 PM	18 Mar, 2025 03:39:27 AM	0:03:24		Internal
597058375987			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Mar, 2025 02:42:34 PM	21 Mar, 2025 02:48:00 PM	18 Mar, 2025 03:39:27 AM	0:03:24		Internal
597057774243			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Mar, 2025 07:31:25 PM	21 Mar, 2025 03:02:47 PM	12 Mar, 2025 07:57:50 PM	0:07:35		Internal
597057774243			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Mar, 2025 07:31:25 PM	21 Mar, 2025 03:02:47 PM	12 Mar, 2025 07:57:50 PM	0:07:35		Internal
597057774243			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Mar, 2025 07:31:25 PM	21 Mar, 2025 03:02:47 PM	12 Mar, 2025 07:57:50 PM	0:07:35		Internal
597057774243			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Mar, 2025 07:31:25 PM	21 Mar, 2025 03:02:47 PM	12 Mar, 2025 07:57:50 PM	0:07:35		Internal
597057774243			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Mar, 2025 07:31:25 PM	21 Mar, 2025 03:02:47 PM	12 Mar, 2025 07:57:50 PM	0:07:35		Internal
597057774243			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Mar, 2025 07:31:25 PM	21 Mar, 2025 03:02:47 PM	12 Mar, 2025 07:57:50 PM	0:07:35		Internal
597057774243			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Mar, 2025 07:31:25 PM	21 Mar, 2025 03:02:47 PM	12 Mar, 2025 07:57:50 PM	0:07:35		Internal
597057774243			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Mar, 2025 07:31:25 PM	21 Mar, 2025 03:02:47 PM	12 Mar, 2025 07:57:50 PM	0:07:35		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597057774243	[redacted]	[redacted]	CTE_Bus_Moving	[redacted]	Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	[redacted]	13 Mar, 2025 07:31:25 PM	21 Mar, 2025 03:02:47 PM	12 Mar, 2025 07:57:50 PM	0:07:35		Internal
597057774243			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Mar, 2025 07:31:25 PM	21 Mar, 2025 03:02:47 PM	12 Mar, 2025 07:57:50 PM	0:07:35		Internal
597057774243			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Mar, 2025 07:31:25 PM	21 Mar, 2025 03:02:47 PM	12 Mar, 2025 07:57:50 PM	0:07:35		Internal
597057774243			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Mar, 2025 07:31:25 PM	21 Mar, 2025 03:02:47 PM	12 Mar, 2025 07:57:50 PM	0:07:35		Internal
597057774243			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Mar, 2025 07:31:25 PM	21 Mar, 2025 03:02:47 PM	12 Mar, 2025 07:57:50 PM	0:07:35		Internal
597057774243			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Mar, 2025 07:31:25 PM	21 Mar, 2025 03:02:47 PM	12 Mar, 2025 07:57:50 PM	0:07:35		Internal
597057774243			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Mar, 2025 07:31:25 PM	21 Mar, 2025 03:02:47 PM	12 Mar, 2025 07:57:50 PM	0:07:35		Internal
597057774243			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Mar, 2025 07:31:25 PM	21 Mar, 2025 03:02:47 PM	12 Mar, 2025 07:57:50 PM	0:07:35		Internal
597057774243			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Mar, 2025 07:31:25 PM	21 Mar, 2025 03:02:47 PM	12 Mar, 2025 07:57:50 PM	0:07:35		Internal
597057774243			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 Mar, 2025 07:31:25 PM	21 Mar, 2025 03:02:47 PM	12 Mar, 2025 07:57:50 PM	0:07:35		Internal
597057774243			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Mar, 2025 07:31:25 PM	21 Mar, 2025 03:02:47 PM	12 Mar, 2025 07:57:50 PM	0:07:35		Internal
597057774243			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Mar, 2025 07:31:25 PM	21 Mar, 2025 03:02:47 PM	12 Mar, 2025 07:57:50 PM	0:07:35		Internal
597057774243			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Mar, 2025 07:31:25 PM	21 Mar, 2025 03:02:47 PM	12 Mar, 2025 07:57:50 PM	0:07:35		Internal
597057774243			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Mar, 2025 07:31:25 PM	21 Mar, 2025 03:02:47 PM	12 Mar, 2025 07:57:50 PM	0:07:35		Internal
597057774243			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		13 Mar, 2025 07:31:25 PM	21 Mar, 2025 03:02:47 PM	12 Mar, 2025 07:57:50 PM	0:07:35		Internal
597057774243			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Mar, 2025 07:31:25 PM	21 Mar, 2025 03:02:47 PM	12 Mar, 2025 07:57:50 PM	0:07:35		Internal
597057774243			CTE_Bus_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Mar, 2025 07:31:25 PM	21 Mar, 2025 03:02:47 PM	12 Mar, 2025 07:57:50 PM	0:07:35		Internal
597057774243			CTE_Bus_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Mar, 2025 07:31:25 PM	21 Mar, 2025 03:02:47 PM	12 Mar, 2025 07:57:50 PM	0:07:35		Internal
597057845259			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Mar, 2025 03:12:06 PM	21 Mar, 2025 03:16:13 PM	13 Mar, 2025 02:11:44 PM	0:02:53		Internal
597057845259			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Mar, 2025 03:12:06 PM	21 Mar, 2025 03:16:13 PM	13 Mar, 2025 02:11:44 PM	0:02:53		Internal
597057845259			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Mar, 2025 03:12:06 PM	21 Mar, 2025 03:16:13 PM	13 Mar, 2025 02:11:44 PM	0:02:53		Internal
597057845259			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Mar, 2025 03:12:06 PM	21 Mar, 2025 03:16:13 PM	13 Mar, 2025 02:11:44 PM	0:02:53		Internal
597057845259			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Mar, 2025 03:12:06 PM	21 Mar, 2025 03:16:13 PM	13 Mar, 2025 02:11:44 PM	0:02:53		Internal
597057845259			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Mar, 2025 03:12:06 PM	21 Mar, 2025 03:16:13 PM	13 Mar, 2025 02:11:44 PM	0:02:53		Internal
597057845259			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Mar, 2025 03:12:06 PM	21 Mar, 2025 03:16:13 PM	13 Mar, 2025 02:11:44 PM	0:02:53		Internal
597057845259			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Mar, 2025 03:12:06 PM	21 Mar, 2025 03:16:13 PM	13 Mar, 2025 02:11:44 PM	0:02:53		Internal
597057845259			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Mar, 2025 03:12:06 PM	21 Mar, 2025 03:16:13 PM	13 Mar, 2025 02:11:44 PM	0:02:53		Internal
597057845259			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Mar, 2025 03:12:06 PM	21 Mar, 2025 03:16:13 PM	13 Mar, 2025 02:11:44 PM	0:02:53		Internal
597057845259			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Mar, 2025 03:12:06 PM	21 Mar, 2025 03:16:13 PM	13 Mar, 2025 02:11:44 PM	0:02:53		Internal
597057845259			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Mar, 2025 03:12:06 PM	21 Mar, 2025 03:16:13 PM	13 Mar, 2025 02:11:44 PM	0:02:53		Internal
597057845259			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Mar, 2025 03:12:06 PM	21 Mar, 2025 03:16:13 PM	13 Mar, 2025 02:11:44 PM	0:02:53		Internal
597057845259			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Mar, 2025 03:12:06 PM	21 Mar, 2025 03:16:13 PM	13 Mar, 2025 02:11:44 PM	0:02:53		Internal
597057845259			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Mar, 2025 03:12:06 PM	21 Mar, 2025 03:16:13 PM	13 Mar, 2025 02:11:44 PM	0:02:53		Internal
597057845259			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Mar, 2025 03:12:06 PM	21 Mar, 2025 03:16:13 PM	13 Mar, 2025 02:11:44 PM	0:02:53		Internal
597057845259			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Mar, 2025 03:12:06 PM	21 Mar, 2025 03:16:13 PM	13 Mar, 2025 02:11:44 PM	0:02:53		Internal
597057845259			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Mar, 2025 03:12:06 PM	21 Mar, 2025 03:16:13 PM	13 Mar, 2025 02:11:44 PM	0:02:53		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597057845259	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	21 Mar, 2025 03:12:06 PM	21 Mar, 2025 03:16:13 PM	13 Mar, 2025 02:11:44 PM	0:02:53		Internal
597057845259			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Mar, 2025 03:12:06 PM	21 Mar, 2025 03:16:13 PM	13 Mar, 2025 02:11:44 PM	0:02:53		Internal
597057845259			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Mar, 2025 03:12:06 PM	21 Mar, 2025 03:16:13 PM	13 Mar, 2025 02:11:44 PM	0:02:53		Internal
597057845259			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Mar, 2025 03:12:06 PM	21 Mar, 2025 03:16:13 PM	13 Mar, 2025 02:11:44 PM	0:02:53		Internal
597057845259			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		21 Mar, 2025 03:12:06 PM	21 Mar, 2025 03:16:13 PM	13 Mar, 2025 02:11:44 PM	0:02:53		Internal
597057845259			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Mar, 2025 03:12:06 PM	21 Mar, 2025 03:16:13 PM	13 Mar, 2025 02:11:44 PM	0:02:53		Internal
597057845259			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Mar, 2025 03:12:06 PM	21 Mar, 2025 03:16:13 PM	13 Mar, 2025 02:11:44 PM	0:02:53		Internal
597057845259			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Mar, 2025 03:12:06 PM	21 Mar, 2025 03:16:13 PM	13 Mar, 2025 02:11:44 PM	0:02:53		Internal
596116532875			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Mar, 2025 03:31:27 PM	21 Mar, 2025 04:11:48 PM	11 Mar, 2025 03:51:23 PM	0:04:43		Internal
596116532875			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Mar, 2025 03:31:27 PM	21 Mar, 2025 04:11:48 PM	11 Mar, 2025 03:51:23 PM	0:04:43		Internal
596116532875			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Mar, 2025 03:31:27 PM	21 Mar, 2025 04:11:48 PM	11 Mar, 2025 03:51:23 PM	0:04:43		Internal
596116532875			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Mar, 2025 03:31:27 PM	21 Mar, 2025 04:11:48 PM	11 Mar, 2025 03:51:23 PM	0:04:43		Internal
596116532875			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Mar, 2025 03:31:27 PM	21 Mar, 2025 04:11:48 PM	11 Mar, 2025 03:51:23 PM	0:04:43		Internal
596116532875			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Mar, 2025 03:31:27 PM	21 Mar, 2025 04:11:48 PM	11 Mar, 2025 03:51:23 PM	0:04:43		Internal
596116532875			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Mar, 2025 03:31:27 PM	21 Mar, 2025 04:11:48 PM	11 Mar, 2025 03:51:23 PM	0:04:43		Internal
596116532875			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Mar, 2025 03:31:27 PM	21 Mar, 2025 04:11:48 PM	11 Mar, 2025 03:51:23 PM	0:04:43		Internal
596116532875			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Mar, 2025 03:31:27 PM	21 Mar, 2025 04:11:48 PM	11 Mar, 2025 03:51:23 PM	0:04:43		Internal
596116532875			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Mar, 2025 03:31:27 PM	21 Mar, 2025 04:11:48 PM	11 Mar, 2025 03:51:23 PM	0:04:43		Internal
596116532875			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Mar, 2025 03:31:27 PM	21 Mar, 2025 04:11:48 PM	11 Mar, 2025 03:51:23 PM	0:04:43		Internal
596116532875			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Mar, 2025 03:31:27 PM	21 Mar, 2025 04:11:48 PM	11 Mar, 2025 03:51:23 PM	0:04:43		Internal
596116532875			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Mar, 2025 03:31:27 PM	21 Mar, 2025 04:11:48 PM	11 Mar, 2025 03:51:23 PM	0:04:43		Internal
596116532875			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Mar, 2025 03:31:27 PM	21 Mar, 2025 04:11:48 PM	11 Mar, 2025 03:51:23 PM	0:04:43		Internal
596116532875			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Mar, 2025 03:31:27 PM	21 Mar, 2025 04:11:48 PM	11 Mar, 2025 03:51:23 PM	0:04:43		Internal
596116532875			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Mar, 2025 03:31:27 PM	21 Mar, 2025 04:11:48 PM	11 Mar, 2025 03:51:23 PM	0:04:43		Internal
596116532875			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Mar, 2025 03:31:27 PM	21 Mar, 2025 04:11:48 PM	11 Mar, 2025 03:51:23 PM	0:04:43		Internal
596116532875			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 Mar, 2025 03:31:27 PM	21 Mar, 2025 04:11:48 PM	11 Mar, 2025 03:51:23 PM	0:04:43		Internal
596116532875			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Mar, 2025 03:31:27 PM	21 Mar, 2025 04:11:48 PM	11 Mar, 2025 03:51:23 PM	0:04:43		Internal
596116532875			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Mar, 2025 03:31:27 PM	21 Mar, 2025 04:11:48 PM	11 Mar, 2025 03:51:23 PM	0:04:43		Internal
596116532875			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Mar, 2025 03:31:27 PM	21 Mar, 2025 04:11:48 PM	11 Mar, 2025 03:51:23 PM	0:04:43		Internal
596116532875			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Mar, 2025 03:31:27 PM	21 Mar, 2025 04:11:48 PM	11 Mar, 2025 03:51:23 PM	0:04:43		Internal
596116532875			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		13 Mar, 2025 03:31:27 PM	21 Mar, 2025 04:11:48 PM	11 Mar, 2025 03:51:23 PM	0:04:43		Internal
596116532875			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Mar, 2025 03:31:27 PM	21 Mar, 2025 04:11:48 PM	11 Mar, 2025 03:51:23 PM	0:04:43		Internal
596116532875			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Mar, 2025 03:31:27 PM	21 Mar, 2025 04:11:48 PM	11 Mar, 2025 03:51:23 PM	0:04:43		Internal
596116532875			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Mar, 2025 03:31:27 PM	21 Mar, 2025 04:11:48 PM	11 Mar, 2025 03:51:23 PM	0:04:43		Internal
596116422620			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Mar, 2025 11:01:01 AM	21 Mar, 2025 04:30:03 PM	10 Mar, 2025 07:48:13 PM	0:09:45		Internal
596116422620			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Mar, 2025 11:01:01 AM	21 Mar, 2025 04:30:03 PM	10 Mar, 2025 07:48:13 PM	0:09:45		Internal
596116422620			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Mar, 2025 11:01:01 AM	21 Mar, 2025 04:30:03 PM	10 Mar, 2025 07:48:13 PM	0:09:45		Internal
596116422620			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Mar, 2025 11:01:01 AM	21 Mar, 2025 04:30:03 PM	10 Mar, 2025 07:48:13 PM	0:09:45		Internal
596116422620			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Mar, 2025 11:01:01 AM	21 Mar, 2025 04:30:03 PM	10 Mar, 2025 07:48:13 PM	0:09:45		Internal
596116422620			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Mar, 2025 11:01:01 AM	21 Mar, 2025 04:30:03 PM	10 Mar, 2025 07:48:13 PM	0:09:45		Internal
596116422620			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Mar, 2025 11:01:01 AM	21 Mar, 2025 04:30:03 PM	10 Mar, 2025 07:48:13 PM	0:09:45		Internal
596116422620			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Mar, 2025 11:01:01 AM	21 Mar, 2025 04:30:03 PM	10 Mar, 2025 07:48:13 PM	0:09:45		Internal
596116422620			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Mar, 2025 11:01:01 AM	21 Mar, 2025 04:30:03 PM	10 Mar, 2025 07:48:13 PM	0:09:45		Internal
596116422620			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Mar, 2025 11:01:01 AM	21 Mar, 2025 04:30:03 PM	10 Mar, 2025 07:48:13 PM	0:09:45		Internal
596116422620			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Mar, 2025 11:01:01 AM	21 Mar, 2025 04:30:03 PM	10 Mar, 2025 07:48:13 PM	0:09:45		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596116422620	[redacted]	[redacted]	CTE_Bus_Moving	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	[redacted]	11 Mar, 2025 11:01:01 AM	21 Mar, 2025 04:30:03 PM	10 Mar, 2025 07:48:13 PM	0:09:45		Internal
596116422620			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Mar, 2025 11:01:01 AM	21 Mar, 2025 04:30:03 PM	10 Mar, 2025 07:48:13 PM	0:09:45		Internal
596116422620			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Mar, 2025 11:01:01 AM	21 Mar, 2025 04:30:03 PM	10 Mar, 2025 07:48:13 PM	0:09:45		Internal
596116422620			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Mar, 2025 11:01:01 AM	21 Mar, 2025 04:30:03 PM	10 Mar, 2025 07:48:13 PM	0:09:45		Internal
596116422620			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Mar, 2025 11:01:01 AM	21 Mar, 2025 04:30:03 PM	10 Mar, 2025 07:48:13 PM	0:09:45		Internal
596116422620			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Mar, 2025 11:01:01 AM	21 Mar, 2025 04:30:03 PM	10 Mar, 2025 07:48:13 PM	0:09:45		Internal
596116422620			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Mar, 2025 11:01:01 AM	21 Mar, 2025 04:30:03 PM	10 Mar, 2025 07:48:13 PM	0:09:45		Internal
596116422620			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Mar, 2025 11:01:01 AM	21 Mar, 2025 04:30:03 PM	10 Mar, 2025 07:48:13 PM	0:09:45		Internal
596116422620			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Mar, 2025 11:01:01 AM	21 Mar, 2025 04:30:03 PM	10 Mar, 2025 07:48:13 PM	0:09:45		Internal
596116422620			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Mar, 2025 11:01:01 AM	21 Mar, 2025 04:30:03 PM	10 Mar, 2025 07:48:13 PM	0:09:45		Internal
596116422620			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Mar, 2025 11:01:01 AM	21 Mar, 2025 04:30:03 PM	10 Mar, 2025 07:48:13 PM	0:09:45		Internal
596116422620			CTE_Bus_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		11 Mar, 2025 11:01:01 AM	21 Mar, 2025 04:30:03 PM	10 Mar, 2025 07:48:13 PM	0:09:45		Internal
596116422620			CTE_Bus_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Mar, 2025 11:01:01 AM	21 Mar, 2025 04:30:03 PM	10 Mar, 2025 07:48:13 PM	0:09:45		Internal
596116422620			CTE_Bus_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Mar, 2025 11:01:01 AM	21 Mar, 2025 04:30:03 PM	10 Mar, 2025 07:48:13 PM	0:09:45		Internal
596116422620			CTE_Bus_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Mar, 2025 11:01:01 AM	21 Mar, 2025 04:30:03 PM	10 Mar, 2025 07:48:13 PM	0:09:45		Internal
596116498952			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Mar, 2025 11:31:17 AM	21 Mar, 2025 04:54:00 PM	11 Mar, 2025 01:45:10 PM	0:04:50		Internal
596116498952			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Mar, 2025 11:31:17 AM	21 Mar, 2025 04:54:00 PM	11 Mar, 2025 01:45:10 PM	0:04:50		Internal
596116498952			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Mar, 2025 11:31:17 AM	21 Mar, 2025 04:54:00 PM	11 Mar, 2025 01:45:10 PM	0:04:50		Internal
596116498952			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Mar, 2025 11:31:17 AM	21 Mar, 2025 04:54:00 PM	11 Mar, 2025 01:45:10 PM	0:04:50		Internal
596116498952			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Mar, 2025 11:31:17 AM	21 Mar, 2025 04:54:00 PM	11 Mar, 2025 01:45:10 PM	0:04:50		Internal
596116498952			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Mar, 2025 11:31:17 AM	21 Mar, 2025 04:54:00 PM	11 Mar, 2025 01:45:10 PM	0:04:50		Internal
596116498952			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Mar, 2025 11:31:17 AM	21 Mar, 2025 04:54:00 PM	11 Mar, 2025 01:45:10 PM	0:04:50		Internal
596116498952			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Mar, 2025 11:31:17 AM	21 Mar, 2025 04:54:00 PM	11 Mar, 2025 01:45:10 PM	0:04:50		Internal
596116498952			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Mar, 2025 11:31:17 AM	21 Mar, 2025 04:54:00 PM	11 Mar, 2025 01:45:10 PM	0:04:50		Internal
596116498952			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Mar, 2025 11:31:17 AM	21 Mar, 2025 04:54:00 PM	11 Mar, 2025 01:45:10 PM	0:04:50		Internal
596116498952			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Mar, 2025 11:31:17 AM	21 Mar, 2025 04:54:00 PM	11 Mar, 2025 01:45:10 PM	0:04:50		Internal
596116498952			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Mar, 2025 11:31:17 AM	21 Mar, 2025 04:54:00 PM	11 Mar, 2025 01:45:10 PM	0:04:50		Internal
596116498952			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Mar, 2025 11:31:17 AM	21 Mar, 2025 04:54:00 PM	11 Mar, 2025 01:45:10 PM	0:04:50		Internal
596116498952			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Mar, 2025 11:31:17 AM	21 Mar, 2025 04:54:00 PM	11 Mar, 2025 01:45:10 PM	0:04:50		Internal
596116498952			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Mar, 2025 11:31:17 AM	21 Mar, 2025 04:54:00 PM	11 Mar, 2025 01:45:10 PM	0:04:50		Internal
596116498952			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Mar, 2025 11:31:17 AM	21 Mar, 2025 04:54:00 PM	11 Mar, 2025 01:45:10 PM	0:04:50		Internal
596116498952			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Mar, 2025 11:31:17 AM	21 Mar, 2025 04:54:00 PM	11 Mar, 2025 01:45:10 PM	0:04:50		Internal
596116498952			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 Mar, 2025 11:31:17 AM	21 Mar, 2025 04:54:00 PM	11 Mar, 2025 01:45:10 PM	0:04:50		Internal
596116498952			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Mar, 2025 11:31:17 AM	21 Mar, 2025 04:54:00 PM	11 Mar, 2025 01:45:10 PM	0:04:50		Internal
596116498952			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Mar, 2025 11:31:17 AM	21 Mar, 2025 04:54:00 PM	11 Mar, 2025 01:45:10 PM	0:04:50		Internal
596116498952			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Mar, 2025 11:31:17 AM	21 Mar, 2025 04:54:00 PM	11 Mar, 2025 01:45:10 PM	0:04:50		Internal
596116498952			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Mar, 2025 11:31:17 AM	21 Mar, 2025 04:54:00 PM	11 Mar, 2025 01:45:10 PM	0:04:50		Internal
596116498952			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		13 Mar, 2025 11:31:17 AM	21 Mar, 2025 04:54:00 PM	11 Mar, 2025 01:45:10 PM	0:04:50		Internal
596116498952			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Mar, 2025 11:31:17 AM	21 Mar, 2025 04:54:00 PM	11 Mar, 2025 01:45:10 PM	0:04:50		Internal
596116498952			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Mar, 2025 11:31:17 AM	21 Mar, 2025 04:54:00 PM	11 Mar, 2025 01:45:10 PM	0:04:50		Internal
596116498952			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Mar, 2025 11:31:17 AM	21 Mar, 2025 04:54:00 PM	11 Mar, 2025 01:45:10 PM	0:04:50		Internal
597058532378			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Mar, 2025 05:44:33 PM	21 Mar, 2025 05:52:02 PM	18 Mar, 2025 10:24:54 PM	0:03:16		Internal
597058532378			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Mar, 2025 05:44:33 PM	21 Mar, 2025 05:52:02 PM	18 Mar, 2025 10:24:54 PM	0:03:16		Internal
597058532378			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Mar, 2025 05:44:33 PM	21 Mar, 2025 05:52:02 PM	18 Mar, 2025 10:24:54 PM	0:03:16		Internal
597058532378			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Mar, 2025 05:44:33 PM	21 Mar, 2025 05:52:02 PM	18 Mar, 2025 10:24:54 PM	0:03:16		Internal
597058532378			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Mar, 2025 05:44:33 PM	21 Mar, 2025 05:52:02 PM	18 Mar, 2025 10:24:54 PM	0:03:16		Internal
597058532378			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Mar, 2025 05:44:33 PM	21 Mar, 2025 05:52:02 PM	18 Mar, 2025 10:24:54 PM	0:03:16		Internal
597058532378			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Mar, 2025 05:44:33 PM	21 Mar, 2025 05:52:02 PM	18 Mar, 2025 10:24:54 PM	0:03:16		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597058532378	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	[redacted]	21 Mar, 2025 05:44:33 PM	21 Mar, 2025 05:52:02 PM	18 Mar, 2025 10:24:54 PM	0:03:16		Internal
597058532378			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Mar, 2025 05:44:33 PM	21 Mar, 2025 05:52:02 PM	18 Mar, 2025 10:24:54 PM	0:03:16		Internal
597058532378			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Mar, 2025 05:44:33 PM	21 Mar, 2025 05:52:02 PM	18 Mar, 2025 10:24:54 PM	0:03:16		Internal
597058532378			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Mar, 2025 05:44:33 PM	21 Mar, 2025 05:52:02 PM	18 Mar, 2025 10:24:54 PM	0:03:16		Internal
597058532378			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Mar, 2025 05:44:33 PM	21 Mar, 2025 05:52:02 PM	18 Mar, 2025 10:24:54 PM	0:03:16		Internal
597058532378			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Mar, 2025 05:44:33 PM	21 Mar, 2025 05:52:02 PM	18 Mar, 2025 10:24:54 PM	0:03:16		Internal
597058532378			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Mar, 2025 05:44:33 PM	21 Mar, 2025 05:52:02 PM	18 Mar, 2025 10:24:54 PM	0:03:16		Internal
597058532378			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Mar, 2025 05:44:33 PM	21 Mar, 2025 05:52:02 PM	18 Mar, 2025 10:24:54 PM	0:03:16		Internal
597058532378			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Mar, 2025 05:44:33 PM	21 Mar, 2025 05:52:02 PM	18 Mar, 2025 10:24:54 PM	0:03:16		Internal
597058532378			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Mar, 2025 05:44:33 PM	21 Mar, 2025 05:52:02 PM	18 Mar, 2025 10:24:54 PM	0:03:16		Internal
597058532378			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Mar, 2025 05:44:33 PM	21 Mar, 2025 05:52:02 PM	18 Mar, 2025 10:24:54 PM	0:03:16		Internal
597058532378			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Mar, 2025 05:44:33 PM	21 Mar, 2025 05:52:02 PM	18 Mar, 2025 10:24:54 PM	0:03:16		Internal
597058532378			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Mar, 2025 05:44:33 PM	21 Mar, 2025 05:52:02 PM	18 Mar, 2025 10:24:54 PM	0:03:16		Internal
597058532378			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Mar, 2025 05:44:33 PM	21 Mar, 2025 05:52:02 PM	18 Mar, 2025 10:24:54 PM	0:03:16		Internal
597058532378			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Mar, 2025 05:44:33 PM	21 Mar, 2025 05:52:02 PM	18 Mar, 2025 10:24:54 PM	0:03:16		Internal
597058532378			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		21 Mar, 2025 05:44:33 PM	21 Mar, 2025 05:52:02 PM	18 Mar, 2025 10:24:54 PM	0:03:16		Internal
597058532378			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Mar, 2025 05:44:33 PM	21 Mar, 2025 05:52:02 PM	18 Mar, 2025 10:24:54 PM	0:03:16		Internal
597058532378			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Mar, 2025 05:44:33 PM	21 Mar, 2025 05:52:02 PM	18 Mar, 2025 10:24:54 PM	0:03:16		Internal
597058532378			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Mar, 2025 05:44:33 PM	21 Mar, 2025 05:52:02 PM	18 Mar, 2025 10:24:54 PM	0:03:16		Internal
597058685154			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Mar, 2025 06:01:19 PM	21 Mar, 2025 06:05:27 PM	19 Mar, 2025 09:16:58 PM	0:04:50		Internal
597058685154			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Mar, 2025 06:01:19 PM	21 Mar, 2025 06:05:27 PM	19 Mar, 2025 09:16:58 PM	0:04:50		Internal
597058685154			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Mar, 2025 06:01:19 PM	21 Mar, 2025 06:05:27 PM	19 Mar, 2025 09:16:58 PM	0:04:50		Internal
597058685154			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Mar, 2025 06:01:19 PM	21 Mar, 2025 06:05:27 PM	19 Mar, 2025 09:16:58 PM	0:04:50		Internal
597058685154			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Mar, 2025 06:01:19 PM	21 Mar, 2025 06:05:27 PM	19 Mar, 2025 09:16:58 PM	0:04:50		Internal
597058685154			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Mar, 2025 06:01:19 PM	21 Mar, 2025 06:05:27 PM	19 Mar, 2025 09:16:58 PM	0:04:50		Internal
597058685154			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Mar, 2025 06:01:19 PM	21 Mar, 2025 06:05:27 PM	19 Mar, 2025 09:16:58 PM	0:04:50		Internal
597058685154			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Mar, 2025 06:01:19 PM	21 Mar, 2025 06:05:27 PM	19 Mar, 2025 09:16:58 PM	0:04:50		Internal
597058685154			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Mar, 2025 06:01:19 PM	21 Mar, 2025 06:05:27 PM	19 Mar, 2025 09:16:58 PM	0:04:50		Internal
597058685154			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Mar, 2025 06:01:19 PM	21 Mar, 2025 06:05:27 PM	19 Mar, 2025 09:16:58 PM	0:04:50		Internal
597058685154			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Mar, 2025 06:01:19 PM	21 Mar, 2025 06:05:27 PM	19 Mar, 2025 09:16:58 PM	0:04:50		Internal
597058685154			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Mar, 2025 06:01:19 PM	21 Mar, 2025 06:05:27 PM	19 Mar, 2025 09:16:58 PM	0:04:50		Internal
597058685154			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Mar, 2025 06:01:19 PM	21 Mar, 2025 06:05:27 PM	19 Mar, 2025 09:16:58 PM	0:04:50		Internal
597058685154			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Mar, 2025 06:01:19 PM	21 Mar, 2025 06:05:27 PM	19 Mar, 2025 09:16:58 PM	0:04:50		Internal
597058685154			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Mar, 2025 06:01:19 PM	21 Mar, 2025 06:05:27 PM	19 Mar, 2025 09:16:58 PM	0:04:50		Internal
597058685154			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Mar, 2025 06:01:19 PM	21 Mar, 2025 06:05:27 PM	19 Mar, 2025 09:16:58 PM	0:04:50		Internal
597058685154			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Mar, 2025 06:01:19 PM	21 Mar, 2025 06:05:27 PM	19 Mar, 2025 09:16:58 PM	0:04:50		Internal
597058685154			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Mar, 2025 06:01:19 PM	21 Mar, 2025 06:05:27 PM	19 Mar, 2025 09:16:58 PM	0:04:50		Internal
597058685154			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Mar, 2025 06:01:19 PM	21 Mar, 2025 06:05:27 PM	19 Mar, 2025 09:16:58 PM	0:04:50		Internal
597058685154			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Mar, 2025 06:01:19 PM	21 Mar, 2025 06:05:27 PM	19 Mar, 2025 09:16:58 PM	0:04:50		Internal
597058685154			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Mar, 2025 06:01:19 PM	21 Mar, 2025 06:05:27 PM	19 Mar, 2025 09:16:58 PM	0:04:50		Internal
597058685154			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Mar, 2025 06:01:19 PM	21 Mar, 2025 06:05:27 PM	19 Mar, 2025 09:16:58 PM	0:04:50		Internal
597058685154			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		21 Mar, 2025 06:01:19 PM	21 Mar, 2025 06:05:27 PM	19 Mar, 2025 09:16:58 PM	0:04:50		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597058685154	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	[redacted]	21 Mar, 2025 06:01:19 PM	21 Mar, 2025 06:05:27 PM	19 Mar, 2025 09:16:58 PM	0:04:50		Internal
597058685154			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Mar, 2025 06:01:19 PM	21 Mar, 2025 06:05:27 PM	19 Mar, 2025 09:16:58 PM	0:04:50		Internal
597058685154			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Mar, 2025 06:01:19 PM	21 Mar, 2025 06:05:27 PM	19 Mar, 2025 09:16:58 PM	0:04:50		Internal
597058934093			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Mar, 2025 06:37:32 PM	21 Mar, 2025 06:40:44 PM	21 Mar, 2025 04:17:47 PM	0:04:44		Internal
597058934093			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Mar, 2025 06:37:32 PM	21 Mar, 2025 06:40:44 PM	21 Mar, 2025 04:17:47 PM	0:04:44		Internal
597058934093			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Mar, 2025 06:37:32 PM	21 Mar, 2025 06:40:44 PM	21 Mar, 2025 04:17:47 PM	0:04:44		Internal
597058934093			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Mar, 2025 06:37:32 PM	21 Mar, 2025 06:40:44 PM	21 Mar, 2025 04:17:47 PM	0:04:44		Internal
597058934093			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Mar, 2025 06:37:32 PM	21 Mar, 2025 06:40:44 PM	21 Mar, 2025 04:17:47 PM	0:04:44		Internal
597058934093			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Mar, 2025 06:37:32 PM	21 Mar, 2025 06:40:44 PM	21 Mar, 2025 04:17:47 PM	0:04:44		Internal
597058934093			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Mar, 2025 06:37:32 PM	21 Mar, 2025 06:40:44 PM	21 Mar, 2025 04:17:47 PM	0:04:44		Internal
597058934093			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Mar, 2025 06:37:32 PM	21 Mar, 2025 06:40:44 PM	21 Mar, 2025 04:17:47 PM	0:04:44		Internal
597058934093			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Mar, 2025 06:37:32 PM	21 Mar, 2025 06:40:44 PM	21 Mar, 2025 04:17:47 PM	0:04:44		Internal
597058934093			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Mar, 2025 06:37:32 PM	21 Mar, 2025 06:40:44 PM	21 Mar, 2025 04:17:47 PM	0:04:44		Internal
597058934093			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Mar, 2025 06:37:32 PM	21 Mar, 2025 06:40:44 PM	21 Mar, 2025 04:17:47 PM	0:04:44		Internal
597058934093			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Mar, 2025 06:37:32 PM	21 Mar, 2025 06:40:44 PM	21 Mar, 2025 04:17:47 PM	0:04:44		Internal
597058934093			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Mar, 2025 06:37:32 PM	21 Mar, 2025 06:40:44 PM	21 Mar, 2025 04:17:47 PM	0:04:44		Internal
597058934093			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Mar, 2025 06:37:32 PM	21 Mar, 2025 06:40:44 PM	21 Mar, 2025 04:17:47 PM	0:04:44		Internal
597058934093			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Mar, 2025 06:37:32 PM	21 Mar, 2025 06:40:44 PM	21 Mar, 2025 04:17:47 PM	0:04:44		Internal
597058934093			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Mar, 2025 06:37:32 PM	21 Mar, 2025 06:40:44 PM	21 Mar, 2025 04:17:47 PM	0:04:44		Internal
597058934093			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Mar, 2025 06:37:32 PM	21 Mar, 2025 06:40:44 PM	21 Mar, 2025 04:17:47 PM	0:04:44		Internal
597058934093			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Mar, 2025 06:37:32 PM	21 Mar, 2025 06:40:44 PM	21 Mar, 2025 04:17:47 PM	0:04:44		Internal
597058934093			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Mar, 2025 06:37:32 PM	21 Mar, 2025 06:40:44 PM	21 Mar, 2025 04:17:47 PM	0:04:44		Internal
597058934093			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Mar, 2025 06:37:32 PM	21 Mar, 2025 06:40:44 PM	21 Mar, 2025 04:17:47 PM	0:04:44		Internal
597058934093			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Mar, 2025 06:37:32 PM	21 Mar, 2025 06:40:44 PM	21 Mar, 2025 04:17:47 PM	0:04:44		Internal
597058934093			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Mar, 2025 06:37:32 PM	21 Mar, 2025 06:40:44 PM	21 Mar, 2025 04:17:47 PM	0:04:44		Internal
597058934093			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		21 Mar, 2025 06:37:32 PM	21 Mar, 2025 06:40:44 PM	21 Mar, 2025 04:17:47 PM	0:04:44		Internal
597058934093			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Mar, 2025 06:37:32 PM	21 Mar, 2025 06:40:44 PM	21 Mar, 2025 04:17:47 PM	0:04:44		Internal
597058934093			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Mar, 2025 06:37:32 PM	21 Mar, 2025 06:40:44 PM	21 Mar, 2025 04:17:47 PM	0:04:44		Internal
597058934093			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Mar, 2025 06:37:32 PM	21 Mar, 2025 06:40:44 PM	21 Mar, 2025 04:17:47 PM	0:04:44		Internal
597058932084			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Mar, 2025 07:01:14 PM	21 Mar, 2025 07:14:42 PM	21 Mar, 2025 04:12:36 PM	0:04:42		Internal
597058932084			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Mar, 2025 07:01:14 PM	21 Mar, 2025 07:14:42 PM	21 Mar, 2025 04:12:36 PM	0:04:42		Internal
597058932084			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Mar, 2025 07:01:14 PM	21 Mar, 2025 07:14:42 PM	21 Mar, 2025 04:12:36 PM	0:04:42		Internal
597058932084			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Mar, 2025 07:01:14 PM	21 Mar, 2025 07:14:42 PM	21 Mar, 2025 04:12:36 PM	0:04:42		Internal
597058932084			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Mar, 2025 07:01:14 PM	21 Mar, 2025 07:14:42 PM	21 Mar, 2025 04:12:36 PM	0:04:42		Internal
597058932084			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Mar, 2025 07:01:14 PM	21 Mar, 2025 07:14:42 PM	21 Mar, 2025 04:12:36 PM	0:04:42		Internal
597058932084			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Mar, 2025 07:01:14 PM	21 Mar, 2025 07:14:42 PM	21 Mar, 2025 04:12:36 PM	0:04:42		Internal
597058932084			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Mar, 2025 07:01:14 PM	21 Mar, 2025 07:14:42 PM	21 Mar, 2025 04:12:36 PM	0:04:42		Internal
597058932084			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Mar, 2025 07:01:14 PM	21 Mar, 2025 07:14:42 PM	21 Mar, 2025 04:12:36 PM	0:04:42		Internal
597058932084			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Mar, 2025 07:01:14 PM	21 Mar, 2025 07:14:42 PM	21 Mar, 2025 04:12:36 PM	0:04:42		Internal
597058932084			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Mar, 2025 07:01:14 PM	21 Mar, 2025 07:14:42 PM	21 Mar, 2025 04:12:36 PM	0:04:42		Internal
597058932084			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Mar, 2025 07:01:14 PM	21 Mar, 2025 07:14:42 PM	21 Mar, 2025 04:12:36 PM	0:04:42		Internal
597058932084			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Mar, 2025 07:01:14 PM	21 Mar, 2025 07:14:42 PM	21 Mar, 2025 04:12:36 PM	0:04:42		Internal
597058932084			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Mar, 2025 07:01:14 PM	21 Mar, 2025 07:14:42 PM	21 Mar, 2025 04:12:36 PM	0:04:42		Internal
597058932084			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Mar, 2025 07:01:14 PM	21 Mar, 2025 07:14:42 PM	21 Mar, 2025 04:12:36 PM	0:04:42		Internal
597058932084			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Mar, 2025 07:01:14 PM	21 Mar, 2025 07:14:42 PM	21 Mar, 2025 04:12:36 PM	0:04:42		Internal
597058932084			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Mar, 2025 07:01:14 PM	21 Mar, 2025 07:14:42 PM	21 Mar, 2025 04:12:36 PM	0:04:42		Internal
597058932084			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Mar, 2025 07:01:14 PM	21 Mar, 2025 07:14:42 PM	21 Mar, 2025 04:12:36 PM	0:04:42		Internal
597058932084			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Mar, 2025 07:01:14 PM	21 Mar, 2025 07:14:42 PM	21 Mar, 2025 04:12:36 PM	0:04:42		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597058932084	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	[redacted]	21 Mar, 2025 07:01:14 PM	21 Mar, 2025 07:14:42 PM	21 Mar, 2025 04:12:36 PM	0:04:42		Internal
597058932084			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Mar, 2025 07:01:14 PM	21 Mar, 2025 07:14:42 PM	21 Mar, 2025 04:12:36 PM	0:04:42		Internal
597058932084			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Mar, 2025 07:01:14 PM	21 Mar, 2025 07:14:42 PM	21 Mar, 2025 04:12:36 PM	0:04:42		Internal
597058932084			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		21 Mar, 2025 07:01:14 PM	21 Mar, 2025 07:14:42 PM	21 Mar, 2025 04:12:36 PM	0:04:42		Internal
597058932084			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Mar, 2025 07:01:14 PM	21 Mar, 2025 07:14:42 PM	21 Mar, 2025 04:12:36 PM	0:04:42		Internal
597058932084			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Mar, 2025 07:01:14 PM	21 Mar, 2025 07:14:42 PM	21 Mar, 2025 04:12:36 PM	0:04:42		Internal
597058932084			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Mar, 2025 07:01:14 PM	21 Mar, 2025 07:14:42 PM	21 Mar, 2025 04:12:36 PM	0:04:42		Internal
597058466491			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Mar, 2025 10:01:18 PM	21 Mar, 2025 07:56:09 PM	18 Mar, 2025 06:05:36 PM	0:05:32		Internal
597058466491			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Mar, 2025 10:01:18 PM	21 Mar, 2025 07:56:09 PM	18 Mar, 2025 06:05:36 PM	0:05:32		Internal
597058466491			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Mar, 2025 10:01:18 PM	21 Mar, 2025 07:56:09 PM	18 Mar, 2025 06:05:36 PM	0:05:32		Internal
597058466491			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Mar, 2025 10:01:18 PM	21 Mar, 2025 07:56:09 PM	18 Mar, 2025 06:05:36 PM	0:05:32		Internal
597058466491			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Mar, 2025 10:01:18 PM	21 Mar, 2025 07:56:09 PM	18 Mar, 2025 06:05:36 PM	0:05:32		Internal
597058466491			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Mar, 2025 10:01:18 PM	21 Mar, 2025 07:56:09 PM	18 Mar, 2025 06:05:36 PM	0:05:32		Internal
597058466491			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Mar, 2025 10:01:18 PM	21 Mar, 2025 07:56:09 PM	18 Mar, 2025 06:05:36 PM	0:05:32		Internal
597058466491			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Mar, 2025 10:01:18 PM	21 Mar, 2025 07:56:09 PM	18 Mar, 2025 06:05:36 PM	0:05:32		Internal
597058466491			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Mar, 2025 10:01:18 PM	21 Mar, 2025 07:56:09 PM	18 Mar, 2025 06:05:36 PM	0:05:32		Internal
597058466491			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Mar, 2025 10:01:18 PM	21 Mar, 2025 07:56:09 PM	18 Mar, 2025 06:05:36 PM	0:05:32		Internal
597058466491			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Mar, 2025 10:01:18 PM	21 Mar, 2025 07:56:09 PM	18 Mar, 2025 06:05:36 PM	0:05:32		Internal
597058466491			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Mar, 2025 10:01:18 PM	21 Mar, 2025 07:56:09 PM	18 Mar, 2025 06:05:36 PM	0:05:32		Internal
597058466491			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Mar, 2025 10:01:18 PM	21 Mar, 2025 07:56:09 PM	18 Mar, 2025 06:05:36 PM	0:05:32		Internal
597058466491			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Mar, 2025 10:01:18 PM	21 Mar, 2025 07:56:09 PM	18 Mar, 2025 06:05:36 PM	0:05:32		Internal
597058466491			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Mar, 2025 10:01:18 PM	21 Mar, 2025 07:56:09 PM	18 Mar, 2025 06:05:36 PM	0:05:32		Internal
597058466491			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Mar, 2025 10:01:18 PM	21 Mar, 2025 07:56:09 PM	18 Mar, 2025 06:05:36 PM	0:05:32		Internal
597058466491			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Mar, 2025 10:01:18 PM	21 Mar, 2025 07:56:09 PM	18 Mar, 2025 06:05:36 PM	0:05:32		Internal
597058466491			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Mar, 2025 10:01:18 PM	21 Mar, 2025 07:56:09 PM	18 Mar, 2025 06:05:36 PM	0:05:32		Internal
597058466491			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Mar, 2025 10:01:18 PM	21 Mar, 2025 07:56:09 PM	18 Mar, 2025 06:05:36 PM	0:05:32		Internal
597058466491			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Mar, 2025 10:01:18 PM	21 Mar, 2025 07:56:09 PM	18 Mar, 2025 06:05:36 PM	0:05:32		Internal
597058466491			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Mar, 2025 10:01:18 PM	21 Mar, 2025 07:56:09 PM	18 Mar, 2025 06:05:36 PM	0:05:32		Internal
597058466491			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Mar, 2025 10:01:18 PM	21 Mar, 2025 07:56:09 PM	18 Mar, 2025 06:05:36 PM	0:05:32		Internal
597058466491			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		18 Mar, 2025 10:01:18 PM	21 Mar, 2025 07:56:09 PM	18 Mar, 2025 06:05:36 PM	0:05:32		Internal
597058466491			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Mar, 2025 10:01:18 PM	21 Mar, 2025 07:56:09 PM	18 Mar, 2025 06:05:36 PM	0:05:32		Internal
597058466491			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Mar, 2025 10:01:18 PM	21 Mar, 2025 07:56:09 PM	18 Mar, 2025 06:05:36 PM	0:05:32		Internal
597058466491			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Mar, 2025 10:01:18 PM	21 Mar, 2025 07:56:09 PM	18 Mar, 2025 06:05:36 PM	0:05:32		Internal
596116431669			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Mar, 2025 08:45:13 PM	21 Mar, 2025 08:55:29 PM	10 Mar, 2025 08:36:07 PM	0:05:14		Internal
596116431669			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Mar, 2025 08:45:13 PM	21 Mar, 2025 08:55:29 PM	10 Mar, 2025 08:36:07 PM	0:05:14		Internal
596116431669			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Mar, 2025 08:45:13 PM	21 Mar, 2025 08:55:29 PM	10 Mar, 2025 08:36:07 PM	0:05:14		Internal
596116431669			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Mar, 2025 08:45:13 PM	21 Mar, 2025 08:55:29 PM	10 Mar, 2025 08:36:07 PM	0:05:14		Internal
596116431669			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Mar, 2025 08:45:13 PM	21 Mar, 2025 08:55:29 PM	10 Mar, 2025 08:36:07 PM	0:05:14		Internal
596116431669			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Mar, 2025 08:45:13 PM	21 Mar, 2025 08:55:29 PM	10 Mar, 2025 08:36:07 PM	0:05:14		Internal
596116431669			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Mar, 2025 08:45:13 PM	21 Mar, 2025 08:55:29 PM	10 Mar, 2025 08:36:07 PM	0:05:14		Internal
596116431669			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Mar, 2025 08:45:13 PM	21 Mar, 2025 08:55:29 PM	10 Mar, 2025 08:36:07 PM	0:05:14		Internal
596116431669			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Mar, 2025 08:45:13 PM	21 Mar, 2025 08:55:29 PM	10 Mar, 2025 08:36:07 PM	0:05:14		Internal
596116431669			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Mar, 2025 08:45:13 PM	21 Mar, 2025 08:55:29 PM	10 Mar, 2025 08:36:07 PM	0:05:14		Internal
596116431669			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Mar, 2025 08:45:13 PM	21 Mar, 2025 08:55:29 PM	10 Mar, 2025 08:36:07 PM	0:05:14		Internal
596116431669			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Mar, 2025 08:45:13 PM	21 Mar, 2025 08:55:29 PM	10 Mar, 2025 08:36:07 PM	0:05:14		Internal
596116431669			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Mar, 2025 08:45:13 PM	21 Mar, 2025 08:55:29 PM	10 Mar, 2025 08:36:07 PM	0:05:14		Internal
596116431669			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Mar, 2025 08:45:13 PM	21 Mar, 2025 08:55:29 PM	10 Mar, 2025 08:36:07 PM	0:05:14		Internal
596116431669			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Mar, 2025 08:45:13 PM	21 Mar, 2025 08:55:29 PM	10 Mar, 2025 08:36:07 PM	0:05:14		Internal
596116431669			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Mar, 2025 08:45:13 PM	21 Mar, 2025 08:55:29 PM	10 Mar, 2025 08:36:07 PM	0:05:14		Internal
596116431669			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Mar, 2025 08:45:13 PM	21 Mar, 2025 08:55:29 PM	10 Mar, 2025 08:36:07 PM	0:05:14		Internal
596116431669			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Mar, 2025 08:45:13 PM	21 Mar, 2025 08:55:29 PM	10 Mar, 2025 08:36:07 PM	0:05:14		Internal
596116431669			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Mar, 2025 08:45:13 PM	21 Mar, 2025 08:55:29 PM	10 Mar, 2025 08:36:07 PM	0:05:14		Internal
596116431669			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Mar, 2025 08:45:13 PM	21 Mar, 2025 08:55:29 PM	10 Mar, 2025 08:36:07 PM	0:05:14		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596116431669	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	[redacted]	21 Mar, 2025 08:45:13 PM	21 Mar, 2025 08:55:29 PM	10 Mar, 2025 08:36:07 PM	0:05:14		Internal
596116431669			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Mar, 2025 08:45:13 PM	21 Mar, 2025 08:55:29 PM	10 Mar, 2025 08:36:07 PM	0:05:14		Internal
596116431669			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		21 Mar, 2025 08:45:13 PM	21 Mar, 2025 08:55:29 PM	10 Mar, 2025 08:36:07 PM	0:05:14		Internal
596116431669			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Mar, 2025 08:45:13 PM	21 Mar, 2025 08:55:29 PM	10 Mar, 2025 08:36:07 PM	0:05:14		Internal
596116431669			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Mar, 2025 08:45:13 PM	21 Mar, 2025 08:55:29 PM	10 Mar, 2025 08:36:07 PM	0:05:14		Internal
596116431669			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Mar, 2025 08:45:13 PM	21 Mar, 2025 08:55:29 PM	10 Mar, 2025 08:36:07 PM	0:05:14		Internal
597058885643			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Mar, 2025 12:23:51 PM	24 Mar, 2025 12:36:51 PM	21 Mar, 2025 01:35:47 PM	0:02:35		Internal
597058885643			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Mar, 2025 12:23:51 PM	24 Mar, 2025 12:36:51 PM	21 Mar, 2025 01:35:47 PM	0:02:35		Internal
597058885643			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Mar, 2025 12:23:51 PM	24 Mar, 2025 12:36:51 PM	21 Mar, 2025 01:35:47 PM	0:02:35		Internal
597058885643			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Mar, 2025 12:23:51 PM	24 Mar, 2025 12:36:51 PM	21 Mar, 2025 01:35:47 PM	0:02:35		Internal
597058885643			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Mar, 2025 12:23:51 PM	24 Mar, 2025 12:36:51 PM	21 Mar, 2025 01:35:47 PM	0:02:35		Internal
597058885643			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Mar, 2025 12:23:51 PM	24 Mar, 2025 12:36:51 PM	21 Mar, 2025 01:35:47 PM	0:02:35		Internal
597058885643			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Mar, 2025 12:23:51 PM	24 Mar, 2025 12:36:51 PM	21 Mar, 2025 01:35:47 PM	0:02:35		Internal
597058885643			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Mar, 2025 12:23:51 PM	24 Mar, 2025 12:36:51 PM	21 Mar, 2025 01:35:47 PM	0:02:35		Internal
597058885643			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Mar, 2025 12:23:51 PM	24 Mar, 2025 12:36:51 PM	21 Mar, 2025 01:35:47 PM	0:02:35		Internal
597058885643			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Mar, 2025 12:23:51 PM	24 Mar, 2025 12:36:51 PM	21 Mar, 2025 01:35:47 PM	0:02:35		Internal
597058885643			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Mar, 2025 12:23:51 PM	24 Mar, 2025 12:36:51 PM	21 Mar, 2025 01:35:47 PM	0:02:35		Internal
597058885643			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Mar, 2025 12:23:51 PM	24 Mar, 2025 12:36:51 PM	21 Mar, 2025 01:35:47 PM	0:02:35		Internal
597058885643			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Mar, 2025 12:23:51 PM	24 Mar, 2025 12:36:51 PM	21 Mar, 2025 01:35:47 PM	0:02:35		Internal
597058885643			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Mar, 2025 12:23:51 PM	24 Mar, 2025 12:36:51 PM	21 Mar, 2025 01:35:47 PM	0:02:35		Internal
597058885643			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Mar, 2025 12:23:51 PM	24 Mar, 2025 12:36:51 PM	21 Mar, 2025 01:35:47 PM	0:02:35		Internal
597058885643			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Mar, 2025 12:23:51 PM	24 Mar, 2025 12:36:51 PM	21 Mar, 2025 01:35:47 PM	0:02:35		Internal
597058885643			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Mar, 2025 12:23:51 PM	24 Mar, 2025 12:36:51 PM	21 Mar, 2025 01:35:47 PM	0:02:35		Internal
597058885643			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Mar, 2025 12:23:51 PM	24 Mar, 2025 12:36:51 PM	21 Mar, 2025 01:35:47 PM	0:02:35		Internal
597058885643			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Mar, 2025 12:23:51 PM	24 Mar, 2025 12:36:51 PM	21 Mar, 2025 01:35:47 PM	0:02:35		Internal
597058885643			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Mar, 2025 12:23:51 PM	24 Mar, 2025 12:36:51 PM	21 Mar, 2025 01:35:47 PM	0:02:35		Internal
597058885643			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Mar, 2025 12:23:51 PM	24 Mar, 2025 12:36:51 PM	21 Mar, 2025 01:35:47 PM	0:02:35		Internal
597058885643			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Mar, 2025 12:23:51 PM	24 Mar, 2025 12:36:51 PM	21 Mar, 2025 01:35:47 PM	0:02:35		Internal
597058885643			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		24 Mar, 2025 12:23:51 PM	24 Mar, 2025 12:36:51 PM	21 Mar, 2025 01:35:47 PM	0:02:35		Internal
597058885643			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Mar, 2025 12:23:51 PM	24 Mar, 2025 12:36:51 PM	21 Mar, 2025 01:35:47 PM	0:02:35		Internal
597058885643			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Mar, 2025 12:23:51 PM	24 Mar, 2025 12:36:51 PM	21 Mar, 2025 01:35:47 PM	0:02:35		Internal
597058885643			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Mar, 2025 12:23:51 PM	24 Mar, 2025 12:36:51 PM	21 Mar, 2025 01:35:47 PM	0:02:35		Internal
597058099498			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Mar, 2025 01:00:23 PM	24 Mar, 2025 01:05:26 PM	14 Mar, 2025 08:14:36 PM	0:02:50		Internal
597058099498			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Mar, 2025 01:00:23 PM	24 Mar, 2025 01:05:26 PM	14 Mar, 2025 08:14:36 PM	0:02:50		Internal
597058099498			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Mar, 2025 01:00:23 PM	24 Mar, 2025 01:05:26 PM	14 Mar, 2025 08:14:36 PM	0:02:50		Internal
597058099498			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Mar, 2025 01:00:23 PM	24 Mar, 2025 01:05:26 PM	14 Mar, 2025 08:14:36 PM	0:02:50		Internal
597058099498			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Mar, 2025 01:00:23 PM	24 Mar, 2025 01:05:26 PM	14 Mar, 2025 08:14:36 PM	0:02:50		Internal
597058099498			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Mar, 2025 01:00:23 PM	24 Mar, 2025 01:05:26 PM	14 Mar, 2025 08:14:36 PM	0:02:50		Internal
597058099498			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Mar, 2025 01:00:23 PM	24 Mar, 2025 01:05:26 PM	14 Mar, 2025 08:14:36 PM	0:02:50		Internal
597058099498			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Mar, 2025 01:00:23 PM	24 Mar, 2025 01:05:26 PM	14 Mar, 2025 08:14:36 PM	0:02:50		Internal
597058099498			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Mar, 2025 01:00:23 PM	24 Mar, 2025 01:05:26 PM	14 Mar, 2025 08:14:36 PM	0:02:50		Internal
597058099498			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Mar, 2025 01:00:23 PM	24 Mar, 2025 01:05:26 PM	14 Mar, 2025 08:14:36 PM	0:02:50		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597058099498	[redacted]	[redacted]	CTE_Res_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	24 Mar, 2025 01:00:23 PM	24 Mar, 2025 01:05:26 PM	14 Mar, 2025 08:14:36 PM	0:02:50		Internal
597058099498			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Mar, 2025 01:00:23 PM	24 Mar, 2025 01:05:26 PM	14 Mar, 2025 08:14:36 PM	0:02:50		Internal
597058099498			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Mar, 2025 01:00:23 PM	24 Mar, 2025 01:05:26 PM	14 Mar, 2025 08:14:36 PM	0:02:50		Internal
597058099498			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Mar, 2025 01:00:23 PM	24 Mar, 2025 01:05:26 PM	14 Mar, 2025 08:14:36 PM	0:02:50		Internal
597058099498			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Mar, 2025 01:00:23 PM	24 Mar, 2025 01:05:26 PM	14 Mar, 2025 08:14:36 PM	0:02:50		Internal
597058099498			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Mar, 2025 01:00:23 PM	24 Mar, 2025 01:05:26 PM	14 Mar, 2025 08:14:36 PM	0:02:50		Internal
597058099498			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Mar, 2025 01:00:23 PM	24 Mar, 2025 01:05:26 PM	14 Mar, 2025 08:14:36 PM	0:02:50		Internal
597058099498			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Mar, 2025 01:00:23 PM	24 Mar, 2025 01:05:26 PM	14 Mar, 2025 08:14:36 PM	0:02:50		Internal
597058099498			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Mar, 2025 01:00:23 PM	24 Mar, 2025 01:05:26 PM	14 Mar, 2025 08:14:36 PM	0:02:50		Internal
597058099498			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Mar, 2025 01:00:23 PM	24 Mar, 2025 01:05:26 PM	14 Mar, 2025 08:14:36 PM	0:02:50		Internal
597058099498			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Mar, 2025 01:00:23 PM	24 Mar, 2025 01:05:26 PM	14 Mar, 2025 08:14:36 PM	0:02:50		Internal
597058099498			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Mar, 2025 01:00:23 PM	24 Mar, 2025 01:05:26 PM	14 Mar, 2025 08:14:36 PM	0:02:50		Internal
597058099498			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		24 Mar, 2025 01:00:23 PM	24 Mar, 2025 01:05:26 PM	14 Mar, 2025 08:14:36 PM	0:02:50		Internal
597058099498			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Mar, 2025 01:00:23 PM	24 Mar, 2025 01:05:26 PM	14 Mar, 2025 08:14:36 PM	0:02:50		Internal
597058099498			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Mar, 2025 01:00:23 PM	24 Mar, 2025 01:05:26 PM	14 Mar, 2025 08:14:36 PM	0:02:50		Internal
597058099498			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Mar, 2025 01:00:23 PM	24 Mar, 2025 01:05:26 PM	14 Mar, 2025 08:14:36 PM	0:02:50		Internal
597057719401			CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Mar, 2025 11:31:02 AM	24 Mar, 2025 01:33:39 PM	12 Mar, 2025 04:32:11 PM	0:02:30		Internal
597057719401			CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Mar, 2025 11:31:02 AM	24 Mar, 2025 01:33:39 PM	12 Mar, 2025 04:32:11 PM	0:02:30		Internal
597057719401			CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Mar, 2025 11:31:02 AM	24 Mar, 2025 01:33:39 PM	12 Mar, 2025 04:32:11 PM	0:02:30		Internal
597057719401			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Mar, 2025 11:31:02 AM	24 Mar, 2025 01:33:39 PM	12 Mar, 2025 04:32:11 PM	0:02:30		Internal
597057719401			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Mar, 2025 11:31:02 AM	24 Mar, 2025 01:33:39 PM	12 Mar, 2025 04:32:11 PM	0:02:30		Internal
597057719401			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Mar, 2025 11:31:02 AM	24 Mar, 2025 01:33:39 PM	12 Mar, 2025 04:32:11 PM	0:02:30		Internal
597057719401			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Mar, 2025 11:31:02 AM	24 Mar, 2025 01:33:39 PM	12 Mar, 2025 04:32:11 PM	0:02:30		Internal
597057719401			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Mar, 2025 11:31:02 AM	24 Mar, 2025 01:33:39 PM	12 Mar, 2025 04:32:11 PM	0:02:30		Internal
597057719401			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Mar, 2025 11:31:02 AM	24 Mar, 2025 01:33:39 PM	12 Mar, 2025 04:32:11 PM	0:02:30		Internal
597057719401			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Mar, 2025 11:31:02 AM	24 Mar, 2025 01:33:39 PM	12 Mar, 2025 04:32:11 PM	0:02:30		Internal
597057719401			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Mar, 2025 11:31:02 AM	24 Mar, 2025 01:33:39 PM	12 Mar, 2025 04:32:11 PM	0:02:30		Internal
597057719401			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Mar, 2025 11:31:02 AM	24 Mar, 2025 01:33:39 PM	12 Mar, 2025 04:32:11 PM	0:02:30		Internal
597057719401			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Mar, 2025 11:31:02 AM	24 Mar, 2025 01:33:39 PM	12 Mar, 2025 04:32:11 PM	0:02:30		Internal
597057719401			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Mar, 2025 11:31:02 AM	24 Mar, 2025 01:33:39 PM	12 Mar, 2025 04:32:11 PM	0:02:30		Internal
597057719401			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Mar, 2025 11:31:02 AM	24 Mar, 2025 01:33:39 PM	12 Mar, 2025 04:32:11 PM	0:02:30		Internal
597057719401			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Mar, 2025 11:31:02 AM	24 Mar, 2025 01:33:39 PM	12 Mar, 2025 04:32:11 PM	0:02:30		Internal
597057719401			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Mar, 2025 11:31:02 AM	24 Mar, 2025 01:33:39 PM	12 Mar, 2025 04:32:11 PM	0:02:30		Internal
597057719401			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Mar, 2025 11:31:02 AM	24 Mar, 2025 01:33:39 PM	12 Mar, 2025 04:32:11 PM	0:02:30		Internal
597057719401			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Mar, 2025 11:31:02 AM	24 Mar, 2025 01:33:39 PM	12 Mar, 2025 04:32:11 PM	0:02:30		Internal
597057719401			CTE_Bus_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Mar, 2025 11:31:02 AM	24 Mar, 2025 01:33:39 PM	12 Mar, 2025 04:32:11 PM	0:02:30		Internal
597057719401			CTE_Bus_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Mar, 2025 11:31:02 AM	24 Mar, 2025 01:33:39 PM	12 Mar, 2025 04:32:11 PM	0:02:30		Internal
597057719401			CTE_Bus_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Mar, 2025 11:31:02 AM	24 Mar, 2025 01:33:39 PM	12 Mar, 2025 04:32:11 PM	0:02:30		Internal
597057719401			CTE_Bus_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		14 Mar, 2025 11:31:02 AM	24 Mar, 2025 01:33:39 PM	12 Mar, 2025 04:32:11 PM	0:02:30		Internal
597057719401			CTE_Bus_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Mar, 2025 11:31:02 AM	24 Mar, 2025 01:33:39 PM	12 Mar, 2025 04:32:11 PM	0:02:30		Internal
597057719401			CTE_Bus_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Mar, 2025 11:31:02 AM	24 Mar, 2025 01:33:39 PM	12 Mar, 2025 04:32:11 PM	0:02:30		Internal
597057719401			CTE_Bus_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Mar, 2025 11:31:02 AM	24 Mar, 2025 01:33:39 PM	12 Mar, 2025 04:32:11 PM	0:02:30		Internal
597058697983			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Mar, 2025 01:49:37 PM	24 Mar, 2025 01:57:47 PM	19 Mar, 2025 11:16:42 PM	0:02:25		Internal
597058697983			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Mar, 2025 01:49:37 PM	24 Mar, 2025 01:57:47 PM	19 Mar, 2025 11:16:42 PM	0:02:25		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597058697983	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	[redacted]	24 Mar, 2025 01:49:37 PM	24 Mar, 2025 01:57:47 PM	19 Mar, 2025 11:16:42 PM	0:02:25		Internal
597058697983			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Mar, 2025 01:49:37 PM	24 Mar, 2025 01:57:47 PM	19 Mar, 2025 11:16:42 PM	0:02:25		Internal
597058697983			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Mar, 2025 01:49:37 PM	24 Mar, 2025 01:57:47 PM	19 Mar, 2025 11:16:42 PM	0:02:25		Internal
597058697983			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Mar, 2025 01:49:37 PM	24 Mar, 2025 01:57:47 PM	19 Mar, 2025 11:16:42 PM	0:02:25		Internal
597058697983			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Mar, 2025 01:49:37 PM	24 Mar, 2025 01:57:47 PM	19 Mar, 2025 11:16:42 PM	0:02:25		Internal
597058697983			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Mar, 2025 01:49:37 PM	24 Mar, 2025 01:57:47 PM	19 Mar, 2025 11:16:42 PM	0:02:25		Internal
597058697983			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Mar, 2025 01:49:37 PM	24 Mar, 2025 01:57:47 PM	19 Mar, 2025 11:16:42 PM	0:02:25		Internal
597058697983			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Mar, 2025 01:49:37 PM	24 Mar, 2025 01:57:47 PM	19 Mar, 2025 11:16:42 PM	0:02:25		Internal
597058697983			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Mar, 2025 01:49:37 PM	24 Mar, 2025 01:57:47 PM	19 Mar, 2025 11:16:42 PM	0:02:25		Internal
597058697983			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Mar, 2025 01:49:37 PM	24 Mar, 2025 01:57:47 PM	19 Mar, 2025 11:16:42 PM	0:02:25		Internal
597058697983			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Mar, 2025 01:49:37 PM	24 Mar, 2025 01:57:47 PM	19 Mar, 2025 11:16:42 PM	0:02:25		Internal
597058697983			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Mar, 2025 01:49:37 PM	24 Mar, 2025 01:57:47 PM	19 Mar, 2025 11:16:42 PM	0:02:25		Internal
597058697983			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Mar, 2025 01:49:37 PM	24 Mar, 2025 01:57:47 PM	19 Mar, 2025 11:16:42 PM	0:02:25		Internal
597058697983			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Mar, 2025 01:49:37 PM	24 Mar, 2025 01:57:47 PM	19 Mar, 2025 11:16:42 PM	0:02:25		Internal
597058697983			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Mar, 2025 01:49:37 PM	24 Mar, 2025 01:57:47 PM	19 Mar, 2025 11:16:42 PM	0:02:25		Internal
597058697983			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Mar, 2025 01:49:37 PM	24 Mar, 2025 01:57:47 PM	19 Mar, 2025 11:16:42 PM	0:02:25		Internal
597058697983			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Mar, 2025 01:49:37 PM	24 Mar, 2025 01:57:47 PM	19 Mar, 2025 11:16:42 PM	0:02:25		Internal
597058697983			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Mar, 2025 01:49:37 PM	24 Mar, 2025 01:57:47 PM	19 Mar, 2025 11:16:42 PM	0:02:25		Internal
597058697983			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Mar, 2025 01:49:37 PM	24 Mar, 2025 01:57:47 PM	19 Mar, 2025 11:16:42 PM	0:02:25		Internal
597058697983			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Mar, 2025 01:49:37 PM	24 Mar, 2025 01:57:47 PM	19 Mar, 2025 11:16:42 PM	0:02:25		Internal
597058697983			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		24 Mar, 2025 01:49:37 PM	24 Mar, 2025 01:57:47 PM	19 Mar, 2025 11:16:42 PM	0:02:25		Internal
597058697983			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Mar, 2025 01:49:37 PM	24 Mar, 2025 01:57:47 PM	19 Mar, 2025 11:16:42 PM	0:02:25		Internal
597058697983			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Mar, 2025 01:49:37 PM	24 Mar, 2025 01:57:47 PM	19 Mar, 2025 11:16:42 PM	0:02:25		Internal
597058697983			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Mar, 2025 01:49:37 PM	24 Mar, 2025 01:57:47 PM	19 Mar, 2025 11:16:42 PM	0:02:25		Internal
597058229316			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Mar, 2025 02:01:13 AM	24 Mar, 2025 02:07:56 PM	17 Mar, 2025 02:27:11 PM	0:02:30		Internal
597058229316			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Mar, 2025 02:01:13 AM	24 Mar, 2025 02:07:56 PM	17 Mar, 2025 02:27:11 PM	0:02:30		Internal
597058229316			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Mar, 2025 02:01:13 AM	24 Mar, 2025 02:07:56 PM	17 Mar, 2025 02:27:11 PM	0:02:30		Internal
597058229316			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Mar, 2025 02:01:13 AM	24 Mar, 2025 02:07:56 PM	17 Mar, 2025 02:27:11 PM	0:02:30		Internal
597058229316			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Mar, 2025 02:01:13 AM	24 Mar, 2025 02:07:56 PM	17 Mar, 2025 02:27:11 PM	0:02:30		Internal
597058229316			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Mar, 2025 02:01:13 AM	24 Mar, 2025 02:07:56 PM	17 Mar, 2025 02:27:11 PM	0:02:30		Internal
597058229316			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Mar, 2025 02:01:13 AM	24 Mar, 2025 02:07:56 PM	17 Mar, 2025 02:27:11 PM	0:02:30		Internal
597058229316			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Mar, 2025 02:01:13 AM	24 Mar, 2025 02:07:56 PM	17 Mar, 2025 02:27:11 PM	0:02:30		Internal
597058229316			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Mar, 2025 02:01:13 AM	24 Mar, 2025 02:07:56 PM	17 Mar, 2025 02:27:11 PM	0:02:30		Internal
597058229316			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Mar, 2025 02:01:13 AM	24 Mar, 2025 02:07:56 PM	17 Mar, 2025 02:27:11 PM	0:02:30		Internal
597058229316			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Mar, 2025 02:01:13 AM	24 Mar, 2025 02:07:56 PM	17 Mar, 2025 02:27:11 PM	0:02:30		Internal
597058229316			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Mar, 2025 02:01:13 AM	24 Mar, 2025 02:07:56 PM	17 Mar, 2025 02:27:11 PM	0:02:30		Internal
597058229316			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Mar, 2025 02:01:13 AM	24 Mar, 2025 02:07:56 PM	17 Mar, 2025 02:27:11 PM	0:02:30		Internal
597058229316			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Mar, 2025 02:01:13 AM	24 Mar, 2025 02:07:56 PM	17 Mar, 2025 02:27:11 PM	0:02:30		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597058229316	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	18 Mar, 2025 02:01:13 AM	24 Mar, 2025 02:07:56 PM	17 Mar, 2025 02:27:11 PM	0:02:30		Internal
597058229316			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Mar, 2025 02:01:13 AM	24 Mar, 2025 02:07:56 PM	17 Mar, 2025 02:27:11 PM	0:02:30		Internal
597058229316			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Mar, 2025 02:01:13 AM	24 Mar, 2025 02:07:56 PM	17 Mar, 2025 02:27:11 PM	0:02:30		Internal
597058229316			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Mar, 2025 02:01:13 AM	24 Mar, 2025 02:07:56 PM	17 Mar, 2025 02:27:11 PM	0:02:30		Internal
597058229316			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Mar, 2025 02:01:13 AM	24 Mar, 2025 02:07:56 PM	17 Mar, 2025 02:27:11 PM	0:02:30		Internal
597058229316			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Mar, 2025 02:01:13 AM	24 Mar, 2025 02:07:56 PM	17 Mar, 2025 02:27:11 PM	0:02:30		Internal
597058229316			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Mar, 2025 02:01:13 AM	24 Mar, 2025 02:07:56 PM	17 Mar, 2025 02:27:11 PM	0:02:30		Internal
597058229316			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Mar, 2025 02:01:13 AM	24 Mar, 2025 02:07:56 PM	17 Mar, 2025 02:27:11 PM	0:02:30		Internal
597058229316			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		18 Mar, 2025 02:01:13 AM	24 Mar, 2025 02:07:56 PM	17 Mar, 2025 02:27:11 PM	0:02:30		Internal
597058229316			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Mar, 2025 02:01:13 AM	24 Mar, 2025 02:07:56 PM	17 Mar, 2025 02:27:11 PM	0:02:30		Internal
597058229316			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Mar, 2025 02:01:13 AM	24 Mar, 2025 02:07:56 PM	17 Mar, 2025 02:27:11 PM	0:02:30		Internal
597058229316			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Mar, 2025 02:01:13 AM	24 Mar, 2025 02:07:56 PM	17 Mar, 2025 02:27:11 PM	0:02:30		Internal
597058515660			CTE_Bus_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Mar, 2025 02:38:08 PM	24 Mar, 2025 02:41:16 PM	18 Mar, 2025 08:55:04 PM	0:02:12		Internal
597058515660			CTE_Bus_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Mar, 2025 02:38:08 PM	24 Mar, 2025 02:41:16 PM	18 Mar, 2025 08:55:04 PM	0:02:12		Internal
597058515660			CTE_Bus_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Mar, 2025 02:38:08 PM	24 Mar, 2025 02:41:16 PM	18 Mar, 2025 08:55:04 PM	0:02:12		Internal
597058515660			CTE_Bus_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Mar, 2025 02:38:08 PM	24 Mar, 2025 02:41:16 PM	18 Mar, 2025 08:55:04 PM	0:02:12		Internal
597058515660			CTE_Bus_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Mar, 2025 02:38:08 PM	24 Mar, 2025 02:41:16 PM	18 Mar, 2025 08:55:04 PM	0:02:12		Internal
597058515660			CTE_Bus_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Mar, 2025 02:38:08 PM	24 Mar, 2025 02:41:16 PM	18 Mar, 2025 08:55:04 PM	0:02:12		Internal
597058515660			CTE_Bus_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Mar, 2025 02:38:08 PM	24 Mar, 2025 02:41:16 PM	18 Mar, 2025 08:55:04 PM	0:02:12		Internal
597058515660			CTE_Bus_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Mar, 2025 02:38:08 PM	24 Mar, 2025 02:41:16 PM	18 Mar, 2025 08:55:04 PM	0:02:12		Internal
597058515660			CTE_Bus_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Mar, 2025 02:38:08 PM	24 Mar, 2025 02:41:16 PM	18 Mar, 2025 08:55:04 PM	0:02:12		Internal
597058515660			CTE_Bus_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Mar, 2025 02:38:08 PM	24 Mar, 2025 02:41:16 PM	18 Mar, 2025 08:55:04 PM	0:02:12		Internal
597058515660			CTE_Bus_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Mar, 2025 02:38:08 PM	24 Mar, 2025 02:41:16 PM	18 Mar, 2025 08:55:04 PM	0:02:12		Internal
597058515660			CTE_Bus_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Mar, 2025 02:38:08 PM	24 Mar, 2025 02:41:16 PM	18 Mar, 2025 08:55:04 PM	0:02:12		Internal
597058515660			CTE_Bus_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Mar, 2025 02:38:08 PM	24 Mar, 2025 02:41:16 PM	18 Mar, 2025 08:55:04 PM	0:02:12		Internal
597058515660			CTE_Bus_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Mar, 2025 02:38:08 PM	24 Mar, 2025 02:41:16 PM	18 Mar, 2025 08:55:04 PM	0:02:12		Internal
597058515660			CTE_Bus_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Mar, 2025 02:38:08 PM	24 Mar, 2025 02:41:16 PM	18 Mar, 2025 08:55:04 PM	0:02:12		Internal
597058515660			CTE_Bus_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Mar, 2025 02:38:08 PM	24 Mar, 2025 02:41:16 PM	18 Mar, 2025 08:55:04 PM	0:02:12		Internal
597058515660			CTE_Bus_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Mar, 2025 02:38:08 PM	24 Mar, 2025 02:41:16 PM	18 Mar, 2025 08:55:04 PM	0:02:12		Internal
597058515660			CTE_Bus_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Mar, 2025 02:38:08 PM	24 Mar, 2025 02:41:16 PM	18 Mar, 2025 08:55:04 PM	0:02:12		Internal
597058515660			CTE_Bus_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Mar, 2025 02:38:08 PM	24 Mar, 2025 02:41:16 PM	18 Mar, 2025 08:55:04 PM	0:02:12		Internal
597058515660			CTE_Bus_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Mar, 2025 02:38:08 PM	24 Mar, 2025 02:41:16 PM	18 Mar, 2025 08:55:04 PM	0:02:12		Internal
597058515660			CTE_Bus_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Mar, 2025 02:38:08 PM	24 Mar, 2025 02:41:16 PM	18 Mar, 2025 08:55:04 PM	0:02:12		Internal
597058515660			CTE_Bus_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Mar, 2025 02:38:08 PM	24 Mar, 2025 02:41:16 PM	18 Mar, 2025 08:55:04 PM	0:02:12		Internal
597058515660			CTE_Bus_Payment		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		24 Mar, 2025 02:38:08 PM	24 Mar, 2025 02:41:16 PM	18 Mar, 2025 08:55:04 PM	0:02:12		Internal
597058515660			CTE_Bus_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Mar, 2025 02:38:08 PM	24 Mar, 2025 02:41:16 PM	18 Mar, 2025 08:55:04 PM	0:02:12		Internal
597058515660			CTE_Bus_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Mar, 2025 02:38:08 PM	24 Mar, 2025 02:41:16 PM	18 Mar, 2025 08:55:04 PM	0:02:12		Internal
597058515660			CTE_Bus_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Mar, 2025 02:38:08 PM	24 Mar, 2025 02:41:16 PM	18 Mar, 2025 08:55:04 PM	0:02:12		Internal
596115381113			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Mar, 2025 03:13:30 PM	24 Mar, 2025 03:21:24 PM	03 Mar, 2025 10:13:16 PM	0:04:07		Internal
596115381113			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Mar, 2025 03:13:30 PM	24 Mar, 2025 03:21:24 PM	03 Mar, 2025 10:13:16 PM	0:04:07		Internal
596115381113			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Mar, 2025 03:13:30 PM	24 Mar, 2025 03:21:24 PM	03 Mar, 2025 10:13:16 PM	0:04:07		Internal
596115381113			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Mar, 2025 03:13:30 PM	24 Mar, 2025 03:21:24 PM	03 Mar, 2025 10:13:16 PM	0:04:07		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596115381113			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Mar, 2025 03:13:30 PM	24 Mar, 2025 03:21:24 PM	03 Mar, 2025 10:13:16 PM	0:04:07		Internal
596115381113			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Mar, 2025 03:13:30 PM	24 Mar, 2025 03:21:24 PM	03 Mar, 2025 10:13:16 PM	0:04:07		Internal
596115381113			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Mar, 2025 03:13:30 PM	24 Mar, 2025 03:21:24 PM	03 Mar, 2025 10:13:16 PM	0:04:07		Internal
596115381113			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Mar, 2025 03:13:30 PM	24 Mar, 2025 03:21:24 PM	03 Mar, 2025 10:13:16 PM	0:04:07		Internal
596115381113			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Mar, 2025 03:13:30 PM	24 Mar, 2025 03:21:24 PM	03 Mar, 2025 10:13:16 PM	0:04:07		Internal
596115381113			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Mar, 2025 03:13:30 PM	24 Mar, 2025 03:21:24 PM	03 Mar, 2025 10:13:16 PM	0:04:07		Internal
596115381113			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Mar, 2025 03:13:30 PM	24 Mar, 2025 03:21:24 PM	03 Mar, 2025 10:13:16 PM	0:04:07		Internal
596115381113			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Mar, 2025 03:13:30 PM	24 Mar, 2025 03:21:24 PM	03 Mar, 2025 10:13:16 PM	0:04:07		Internal
596115381113			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Mar, 2025 03:13:30 PM	24 Mar, 2025 03:21:24 PM	03 Mar, 2025 10:13:16 PM	0:04:07		Internal
596115381113			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Mar, 2025 03:13:30 PM	24 Mar, 2025 03:21:24 PM	03 Mar, 2025 10:13:16 PM	0:04:07		Internal
596115381113			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Mar, 2025 03:13:30 PM	24 Mar, 2025 03:21:24 PM	03 Mar, 2025 10:13:16 PM	0:04:07		Internal
596115381113			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Mar, 2025 03:13:30 PM	24 Mar, 2025 03:21:24 PM	03 Mar, 2025 10:13:16 PM	0:04:07		Internal
596115381113			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Mar, 2025 03:13:30 PM	24 Mar, 2025 03:21:24 PM	03 Mar, 2025 10:13:16 PM	0:04:07		Internal
596115381113			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Mar, 2025 03:13:30 PM	24 Mar, 2025 03:21:24 PM	03 Mar, 2025 10:13:16 PM	0:04:07		Internal
596115381113			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Mar, 2025 03:13:30 PM	24 Mar, 2025 03:21:24 PM	03 Mar, 2025 10:13:16 PM	0:04:07		Internal
596115381113			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Mar, 2025 03:13:30 PM	24 Mar, 2025 03:21:24 PM	03 Mar, 2025 10:13:16 PM	0:04:07		Internal
596115381113			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Mar, 2025 03:13:30 PM	24 Mar, 2025 03:21:24 PM	03 Mar, 2025 10:13:16 PM	0:04:07		Internal
596115381113			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Mar, 2025 03:13:30 PM	24 Mar, 2025 03:21:24 PM	03 Mar, 2025 10:13:16 PM	0:04:07		Internal
596115381113			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		24 Mar, 2025 03:13:30 PM	24 Mar, 2025 03:21:24 PM	03 Mar, 2025 10:13:16 PM	0:04:07		Internal
596115381113			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Mar, 2025 03:13:30 PM	24 Mar, 2025 03:21:24 PM	03 Mar, 2025 10:13:16 PM	0:04:07		Internal
596115381113			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Mar, 2025 03:13:30 PM	24 Mar, 2025 03:21:24 PM	03 Mar, 2025 10:13:16 PM	0:04:07		Internal
596115381113			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Mar, 2025 03:13:30 PM	24 Mar, 2025 03:21:24 PM	03 Mar, 2025 10:13:16 PM	0:04:07		Internal
597058313520			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Mar, 2025 06:01:40 AM	24 Mar, 2025 03:29:35 PM	17 Mar, 2025 07:04:22 PM	0:02:02		Internal
597058313520			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Mar, 2025 06:01:40 AM	24 Mar, 2025 03:29:35 PM	17 Mar, 2025 07:04:22 PM	0:02:02		Internal
597058313520			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Mar, 2025 06:01:40 AM	24 Mar, 2025 03:29:35 PM	17 Mar, 2025 07:04:22 PM	0:02:02		Internal
597058313520			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Mar, 2025 06:01:40 AM	24 Mar, 2025 03:29:35 PM	17 Mar, 2025 07:04:22 PM	0:02:02		Internal
597058313520			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Mar, 2025 06:01:40 AM	24 Mar, 2025 03:29:35 PM	17 Mar, 2025 07:04:22 PM	0:02:02		Internal
597058313520			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Mar, 2025 06:01:40 AM	24 Mar, 2025 03:29:35 PM	17 Mar, 2025 07:04:22 PM	0:02:02		Internal
597058313520			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Mar, 2025 06:01:40 AM	24 Mar, 2025 03:29:35 PM	17 Mar, 2025 07:04:22 PM	0:02:02		Internal
597058313520			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Mar, 2025 06:01:40 AM	24 Mar, 2025 03:29:35 PM	17 Mar, 2025 07:04:22 PM	0:02:02		Internal
597058313520			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Mar, 2025 06:01:40 AM	24 Mar, 2025 03:29:35 PM	17 Mar, 2025 07:04:22 PM	0:02:02		Internal
597058313520			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Mar, 2025 06:01:40 AM	24 Mar, 2025 03:29:35 PM	17 Mar, 2025 07:04:22 PM	0:02:02		Internal
597058313520			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Mar, 2025 06:01:40 AM	24 Mar, 2025 03:29:35 PM	17 Mar, 2025 07:04:22 PM	0:02:02		Internal
597058313520			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Mar, 2025 06:01:40 AM	24 Mar, 2025 03:29:35 PM	17 Mar, 2025 07:04:22 PM	0:02:02		Internal
597058313520			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Mar, 2025 06:01:40 AM	24 Mar, 2025 03:29:35 PM	17 Mar, 2025 07:04:22 PM	0:02:02		Internal
597058313520			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Mar, 2025 06:01:40 AM	24 Mar, 2025 03:29:35 PM	17 Mar, 2025 07:04:22 PM	0:02:02		Internal
597058313520			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Mar, 2025 06:01:40 AM	24 Mar, 2025 03:29:35 PM	17 Mar, 2025 07:04:22 PM	0:02:02		Internal
597058313520			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Mar, 2025 06:01:40 AM	24 Mar, 2025 03:29:35 PM	17 Mar, 2025 07:04:22 PM	0:02:02		Internal
597058313520			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Mar, 2025 06:01:40 AM	24 Mar, 2025 03:29:35 PM	17 Mar, 2025 07:04:22 PM	0:02:02		Internal
597058313520			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Mar, 2025 06:01:40 AM	24 Mar, 2025 03:29:35 PM	17 Mar, 2025 07:04:22 PM	0:02:02		Internal
597058313520			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Mar, 2025 06:01:40 AM	24 Mar, 2025 03:29:35 PM	17 Mar, 2025 07:04:22 PM	0:02:02		Internal
597058313520			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Mar, 2025 06:01:40 AM	24 Mar, 2025 03:29:35 PM	17 Mar, 2025 07:04:22 PM	0:02:02		Internal
597058313520			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Mar, 2025 06:01:40 AM	24 Mar, 2025 03:29:35 PM	17 Mar, 2025 07:04:22 PM	0:02:02		Internal
597058313520			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Mar, 2025 06:01:40 AM	24 Mar, 2025 03:29:35 PM	17 Mar, 2025 07:04:22 PM	0:02:02		Internal
597058313520			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		19 Mar, 2025 06:01:40 AM	24 Mar, 2025 03:29:35 PM	17 Mar, 2025 07:04:22 PM	0:02:02		Internal
597058313520			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Mar, 2025 06:01:40 AM	24 Mar, 2025 03:29:35 PM	17 Mar, 2025 07:04:22 PM	0:02:02		Internal
597058313520			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Mar, 2025 06:01:40 AM	24 Mar, 2025 03:29:35 PM	17 Mar, 2025 07:04:22 PM	0:02:02		Internal
597058313520			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Mar, 2025 06:01:40 AM	24 Mar, 2025 03:29:35 PM	17 Mar, 2025 07:04:22 PM	0:02:02		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597059114401	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	[redacted]	24 Mar, 2025 02:32:17 PM	24 Mar, 2025 03:39:31 PM	24 Mar, 2025 01:48:22 PM	0:04:05		Internal
597059114401			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Mar, 2025 02:32:17 PM	24 Mar, 2025 03:39:31 PM	24 Mar, 2025 01:48:22 PM	0:04:05		Internal
597059114401			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Mar, 2025 02:32:17 PM	24 Mar, 2025 03:39:31 PM	24 Mar, 2025 01:48:22 PM	0:04:05		Internal
597059114401			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Mar, 2025 02:32:17 PM	24 Mar, 2025 03:39:31 PM	24 Mar, 2025 01:48:22 PM	0:04:05		Internal
597059114401			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Mar, 2025 02:32:17 PM	24 Mar, 2025 03:39:31 PM	24 Mar, 2025 01:48:22 PM	0:04:05		Internal
597059114401			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Mar, 2025 02:32:17 PM	24 Mar, 2025 03:39:31 PM	24 Mar, 2025 01:48:22 PM	0:04:05		Internal
597059114401			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Mar, 2025 02:32:17 PM	24 Mar, 2025 03:39:31 PM	24 Mar, 2025 01:48:22 PM	0:04:05		Internal
597059114401			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Mar, 2025 02:32:17 PM	24 Mar, 2025 03:39:31 PM	24 Mar, 2025 01:48:22 PM	0:04:05		Internal
597059114401			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Mar, 2025 02:32:17 PM	24 Mar, 2025 03:39:31 PM	24 Mar, 2025 01:48:22 PM	0:04:05		Internal
597059114401			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Mar, 2025 02:32:17 PM	24 Mar, 2025 03:39:31 PM	24 Mar, 2025 01:48:22 PM	0:04:05		Internal
597059114401			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Mar, 2025 02:32:17 PM	24 Mar, 2025 03:39:31 PM	24 Mar, 2025 01:48:22 PM	0:04:05		Internal
597059114401			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Mar, 2025 02:32:17 PM	24 Mar, 2025 03:39:31 PM	24 Mar, 2025 01:48:22 PM	0:04:05		Internal
597059114401			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Mar, 2025 02:32:17 PM	24 Mar, 2025 03:39:31 PM	24 Mar, 2025 01:48:22 PM	0:04:05		Internal
597059114401			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Mar, 2025 02:32:17 PM	24 Mar, 2025 03:39:31 PM	24 Mar, 2025 01:48:22 PM	0:04:05		Internal
597059114401			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Mar, 2025 02:32:17 PM	24 Mar, 2025 03:39:31 PM	24 Mar, 2025 01:48:22 PM	0:04:05		Internal
597059114401			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Mar, 2025 02:32:17 PM	24 Mar, 2025 03:39:31 PM	24 Mar, 2025 01:48:22 PM	0:04:05		Internal
597059114401			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Mar, 2025 02:32:17 PM	24 Mar, 2025 03:39:31 PM	24 Mar, 2025 01:48:22 PM	0:04:05		Internal
597059114401			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Mar, 2025 02:32:17 PM	24 Mar, 2025 03:39:31 PM	24 Mar, 2025 01:48:22 PM	0:04:05		Internal
597059114401			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Mar, 2025 02:32:17 PM	24 Mar, 2025 03:39:31 PM	24 Mar, 2025 01:48:22 PM	0:04:05		Internal
597059114401			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Mar, 2025 02:32:17 PM	24 Mar, 2025 03:39:31 PM	24 Mar, 2025 01:48:22 PM	0:04:05		Internal
597059114401			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Mar, 2025 02:32:17 PM	24 Mar, 2025 03:39:31 PM	24 Mar, 2025 01:48:22 PM	0:04:05		Internal
597059114401			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Mar, 2025 02:32:17 PM	24 Mar, 2025 03:39:31 PM	24 Mar, 2025 01:48:22 PM	0:04:05		Internal
597059114401			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		24 Mar, 2025 02:32:17 PM	24 Mar, 2025 03:39:31 PM	24 Mar, 2025 01:48:22 PM	0:04:05		Internal
597059114401			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Mar, 2025 02:32:17 PM	24 Mar, 2025 03:39:31 PM	24 Mar, 2025 01:48:22 PM	0:04:05		Internal
597059114401			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Mar, 2025 02:32:17 PM	24 Mar, 2025 03:39:31 PM	24 Mar, 2025 01:48:22 PM	0:04:05		Internal
597059114401			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Mar, 2025 02:32:17 PM	24 Mar, 2025 03:39:31 PM	24 Mar, 2025 01:48:22 PM	0:04:05		Internal
597058352342			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Mar, 2025 06:00:58 AM	24 Mar, 2025 04:20:56 PM	17 Mar, 2025 08:55:11 PM	0:04:54		Internal
597058352342			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Mar, 2025 06:00:58 AM	24 Mar, 2025 04:20:56 PM	17 Mar, 2025 08:55:11 PM	0:04:54		Internal
597058352342			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Mar, 2025 06:00:58 AM	24 Mar, 2025 04:20:56 PM	17 Mar, 2025 08:55:11 PM	0:04:54		Internal
597058352342			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Mar, 2025 06:00:58 AM	24 Mar, 2025 04:20:56 PM	17 Mar, 2025 08:55:11 PM	0:04:54		Internal
597058352342			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Mar, 2025 06:00:58 AM	24 Mar, 2025 04:20:56 PM	17 Mar, 2025 08:55:11 PM	0:04:54		Internal
597058352342			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Mar, 2025 06:00:58 AM	24 Mar, 2025 04:20:56 PM	17 Mar, 2025 08:55:11 PM	0:04:54		Internal
597058352342			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Mar, 2025 06:00:58 AM	24 Mar, 2025 04:20:56 PM	17 Mar, 2025 08:55:11 PM	0:04:54		Internal
597058352342			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Mar, 2025 06:00:58 AM	24 Mar, 2025 04:20:56 PM	17 Mar, 2025 08:55:11 PM	0:04:54		Internal
597058352342			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Mar, 2025 06:00:58 AM	24 Mar, 2025 04:20:56 PM	17 Mar, 2025 08:55:11 PM	0:04:54		Internal
597058352342			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Mar, 2025 06:00:58 AM	24 Mar, 2025 04:20:56 PM	17 Mar, 2025 08:55:11 PM	0:04:54		Internal
597058352342			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Mar, 2025 06:00:58 AM	24 Mar, 2025 04:20:56 PM	17 Mar, 2025 08:55:11 PM	0:04:54		Internal
597058352342			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Mar, 2025 06:00:58 AM	24 Mar, 2025 04:20:56 PM	17 Mar, 2025 08:55:11 PM	0:04:54		Internal
597058352342			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Mar, 2025 06:00:58 AM	24 Mar, 2025 04:20:56 PM	17 Mar, 2025 08:55:11 PM	0:04:54		Internal
597058352342			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Mar, 2025 06:00:58 AM	24 Mar, 2025 04:20:56 PM	17 Mar, 2025 08:55:11 PM	0:04:54		Internal
597058352342			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Mar, 2025 06:00:58 AM	24 Mar, 2025 04:20:56 PM	17 Mar, 2025 08:55:11 PM	0:04:54		Internal
597058352342			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Mar, 2025 06:00:58 AM	24 Mar, 2025 04:20:56 PM	17 Mar, 2025 08:55:11 PM	0:04:54		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597058352342	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	[redacted]	8 Mar, 2025 06:00:58 AM	24 Mar, 2025 04:20:56 PM	17 Mar, 2025 08:55:11 PM	0:04:54		Internal
597058352342			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		8 Mar, 2025 06:00:58 AM	24 Mar, 2025 04:20:56 PM	17 Mar, 2025 08:55:11 PM	0:04:54		Internal
597058352342			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		8 Mar, 2025 06:00:58 AM	24 Mar, 2025 04:20:56 PM	17 Mar, 2025 08:55:11 PM	0:04:54		Internal
597058352342			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		8 Mar, 2025 06:00:58 AM	24 Mar, 2025 04:20:56 PM	17 Mar, 2025 08:55:11 PM	0:04:54		Internal
597058352342			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		8 Mar, 2025 06:00:58 AM	24 Mar, 2025 04:20:56 PM	17 Mar, 2025 08:55:11 PM	0:04:54		Internal
597058352342			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		8 Mar, 2025 06:00:58 AM	24 Mar, 2025 04:20:56 PM	17 Mar, 2025 08:55:11 PM	0:04:54		Internal
597058352342			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		8 Mar, 2025 06:00:58 AM	24 Mar, 2025 04:20:56 PM	17 Mar, 2025 08:55:11 PM	0:04:54		Internal
597058352342			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		8 Mar, 2025 06:00:58 AM	24 Mar, 2025 04:20:56 PM	17 Mar, 2025 08:55:11 PM	0:04:54		Internal
597058352342			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		8 Mar, 2025 06:00:58 AM	24 Mar, 2025 04:20:56 PM	17 Mar, 2025 08:55:11 PM	0:04:54		Internal
597058352342			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		8 Mar, 2025 06:00:58 AM	24 Mar, 2025 04:20:56 PM	17 Mar, 2025 08:55:11 PM	0:04:54		Internal
597057862428			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		4 Mar, 2025 11:31:00 AM	24 Mar, 2025 05:01:27 PM	13 Mar, 2025 03:20:00 PM	0:02:32		Internal
597057862428			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		4 Mar, 2025 11:31:00 AM	24 Mar, 2025 05:01:27 PM	13 Mar, 2025 03:20:00 PM	0:02:32		Internal
597057862428			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		4 Mar, 2025 11:31:00 AM	24 Mar, 2025 05:01:27 PM	13 Mar, 2025 03:20:00 PM	0:02:32		Internal
597057862428			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		4 Mar, 2025 11:31:00 AM	24 Mar, 2025 05:01:27 PM	13 Mar, 2025 03:20:00 PM	0:02:32		Internal
597057862428			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		4 Mar, 2025 11:31:00 AM	24 Mar, 2025 05:01:27 PM	13 Mar, 2025 03:20:00 PM	0:02:32		Internal
597057862428			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		4 Mar, 2025 11:31:00 AM	24 Mar, 2025 05:01:27 PM	13 Mar, 2025 03:20:00 PM	0:02:32		Internal
597057862428			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		4 Mar, 2025 11:31:00 AM	24 Mar, 2025 05:01:27 PM	13 Mar, 2025 03:20:00 PM	0:02:32		Internal
597057862428			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		4 Mar, 2025 11:31:00 AM	24 Mar, 2025 05:01:27 PM	13 Mar, 2025 03:20:00 PM	0:02:32		Internal
597057862428			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		4 Mar, 2025 11:31:00 AM	24 Mar, 2025 05:01:27 PM	13 Mar, 2025 03:20:00 PM	0:02:32		Internal
597057862428			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		4 Mar, 2025 11:31:00 AM	24 Mar, 2025 05:01:27 PM	13 Mar, 2025 03:20:00 PM	0:02:32		Internal
597057862428			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		4 Mar, 2025 11:31:00 AM	24 Mar, 2025 05:01:27 PM	13 Mar, 2025 03:20:00 PM	0:02:32		Internal
597057862428			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		4 Mar, 2025 11:31:00 AM	24 Mar, 2025 05:01:27 PM	13 Mar, 2025 03:20:00 PM	0:02:32		Internal
597057862428			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		4 Mar, 2025 11:31:00 AM	24 Mar, 2025 05:01:27 PM	13 Mar, 2025 03:20:00 PM	0:02:32		Internal
597057862428			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		4 Mar, 2025 11:31:00 AM	24 Mar, 2025 05:01:27 PM	13 Mar, 2025 03:20:00 PM	0:02:32		Internal
597057862428			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		4 Mar, 2025 11:31:00 AM	24 Mar, 2025 05:01:27 PM	13 Mar, 2025 03:20:00 PM	0:02:32		Internal
597057862428			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		4 Mar, 2025 11:31:00 AM	24 Mar, 2025 05:01:27 PM	13 Mar, 2025 03:20:00 PM	0:02:32		Internal
597057862428			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		4 Mar, 2025 11:31:00 AM	24 Mar, 2025 05:01:27 PM	13 Mar, 2025 03:20:00 PM	0:02:32		Internal
597057862428			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		4 Mar, 2025 11:31:00 AM	24 Mar, 2025 05:01:27 PM	13 Mar, 2025 03:20:00 PM	0:02:32		Internal
597057862428			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		4 Mar, 2025 11:31:00 AM	24 Mar, 2025 05:01:27 PM	13 Mar, 2025 03:20:00 PM	0:02:32		Internal
597057862428			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		4 Mar, 2025 11:31:00 AM	24 Mar, 2025 05:01:27 PM	13 Mar, 2025 03:20:00 PM	0:02:32		Internal
597057862428			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		4 Mar, 2025 11:31:00 AM	24 Mar, 2025 05:01:27 PM	13 Mar, 2025 03:20:00 PM	0:02:32		Internal
597057862428			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		4 Mar, 2025 11:31:00 AM	24 Mar, 2025 05:01:27 PM	13 Mar, 2025 03:20:00 PM	0:02:32		Internal
597057862428			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		4 Mar, 2025 11:31:00 AM	24 Mar, 2025 05:01:27 PM	13 Mar, 2025 03:20:00 PM	0:02:32		Internal
597057862428			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		4 Mar, 2025 11:31:00 AM	24 Mar, 2025 05:01:27 PM	13 Mar, 2025 03:20:00 PM	0:02:32		Internal
597057862428			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		4 Mar, 2025 11:31:00 AM	24 Mar, 2025 05:01:27 PM	13 Mar, 2025 03:20:00 PM	0:02:32		Internal
597057862428			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		4 Mar, 2025 11:31:00 AM	24 Mar, 2025 05:01:27 PM	13 Mar, 2025 03:20:00 PM	0:02:32		Internal
597059152764			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		4 Mar, 2025 05:18:02 PM	24 Mar, 2025 05:32:56 PM	24 Mar, 2025 03:49:23 PM	0:04:33		Internal
597059152764			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		4 Mar, 2025 05:18:02 PM	24 Mar, 2025 05:32:56 PM	24 Mar, 2025 03:49:23 PM	0:04:33		Internal
597059152764			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		4 Mar, 2025 05:18:02 PM	24 Mar, 2025 05:32:56 PM	24 Mar, 2025 03:49:23 PM	0:04:33		Internal
597059152764			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		4 Mar, 2025 05:18:02 PM	24 Mar, 2025 05:32:56 PM	24 Mar, 2025 03:49:23 PM	0:04:33		Internal
597059152764			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		4 Mar, 2025 05:18:02 PM	24 Mar, 2025 05:32:56 PM	24 Mar, 2025 03:49:23 PM	0:04:33		Internal
597059152764			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		4 Mar, 2025 05:18:02 PM	24 Mar, 2025 05:32:56 PM	24 Mar, 2025 03:49:23 PM	0:04:33		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597059152764	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	24 Mar, 2025 05:18:02 PM	24 Mar, 2025 05:32:56 PM	24 Mar, 2025 03:49:23 PM	0:04:33		Internal
597059152764			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Mar, 2025 05:18:02 PM	24 Mar, 2025 05:32:56 PM	24 Mar, 2025 03:49:23 PM	0:04:33		Internal
597059152764			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Mar, 2025 05:18:02 PM	24 Mar, 2025 05:32:56 PM	24 Mar, 2025 03:49:23 PM	0:04:33		Internal
597059152764			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Mar, 2025 05:18:02 PM	24 Mar, 2025 05:32:56 PM	24 Mar, 2025 03:49:23 PM	0:04:33		Internal
597059152764			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Mar, 2025 05:18:02 PM	24 Mar, 2025 05:32:56 PM	24 Mar, 2025 03:49:23 PM	0:04:33		Internal
597059152764			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Mar, 2025 05:18:02 PM	24 Mar, 2025 05:32:56 PM	24 Mar, 2025 03:49:23 PM	0:04:33		Internal
597059152764			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Mar, 2025 05:18:02 PM	24 Mar, 2025 05:32:56 PM	24 Mar, 2025 03:49:23 PM	0:04:33		Internal
597059152764			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Mar, 2025 05:18:02 PM	24 Mar, 2025 05:32:56 PM	24 Mar, 2025 03:49:23 PM	0:04:33		Internal
597059152764			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Mar, 2025 05:18:02 PM	24 Mar, 2025 05:32:56 PM	24 Mar, 2025 03:49:23 PM	0:04:33		Internal
597059152764			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Mar, 2025 05:18:02 PM	24 Mar, 2025 05:32:56 PM	24 Mar, 2025 03:49:23 PM	0:04:33		Internal
597059152764			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Mar, 2025 05:18:02 PM	24 Mar, 2025 05:32:56 PM	24 Mar, 2025 03:49:23 PM	0:04:33		Internal
597059152764			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Mar, 2025 05:18:02 PM	24 Mar, 2025 05:32:56 PM	24 Mar, 2025 03:49:23 PM	0:04:33		Internal
597059152764			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Mar, 2025 05:18:02 PM	24 Mar, 2025 05:32:56 PM	24 Mar, 2025 03:49:23 PM	0:04:33		Internal
597059152764			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Mar, 2025 05:18:02 PM	24 Mar, 2025 05:32:56 PM	24 Mar, 2025 03:49:23 PM	0:04:33		Internal
597059152764			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Mar, 2025 05:18:02 PM	24 Mar, 2025 05:32:56 PM	24 Mar, 2025 03:49:23 PM	0:04:33		Internal
597059152764			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Mar, 2025 05:18:02 PM	24 Mar, 2025 05:32:56 PM	24 Mar, 2025 03:49:23 PM	0:04:33		Internal
597059152764			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		24 Mar, 2025 05:18:02 PM	24 Mar, 2025 05:32:56 PM	24 Mar, 2025 03:49:23 PM	0:04:33		Internal
597059152764			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Mar, 2025 05:18:02 PM	24 Mar, 2025 05:32:56 PM	24 Mar, 2025 03:49:23 PM	0:04:33		Internal
597059152764			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Mar, 2025 05:18:02 PM	24 Mar, 2025 05:32:56 PM	24 Mar, 2025 03:49:23 PM	0:04:33		Internal
597059152764			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Mar, 2025 05:18:02 PM	24 Mar, 2025 05:32:56 PM	24 Mar, 2025 03:49:23 PM	0:04:33		Internal
596115262187			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Mar, 2025 03:34:20 PM	24 Mar, 2025 05:38:43 PM	03 Mar, 2025 05:02:40 PM	0:04:08		Internal
596115262187			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Mar, 2025 03:34:20 PM	24 Mar, 2025 05:38:43 PM	03 Mar, 2025 05:02:40 PM	0:04:08		Internal
596115262187			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Mar, 2025 03:34:20 PM	24 Mar, 2025 05:38:43 PM	03 Mar, 2025 05:02:40 PM	0:04:08		Internal
596115262187			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Mar, 2025 03:34:20 PM	24 Mar, 2025 05:38:43 PM	03 Mar, 2025 05:02:40 PM	0:04:08		Internal
596115262187			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Mar, 2025 03:34:20 PM	24 Mar, 2025 05:38:43 PM	03 Mar, 2025 05:02:40 PM	0:04:08		Internal
596115262187			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Mar, 2025 03:34:20 PM	24 Mar, 2025 05:38:43 PM	03 Mar, 2025 05:02:40 PM	0:04:08		Internal
596115262187			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Mar, 2025 03:34:20 PM	24 Mar, 2025 05:38:43 PM	03 Mar, 2025 05:02:40 PM	0:04:08		Internal
596115262187			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Mar, 2025 03:34:20 PM	24 Mar, 2025 05:38:43 PM	03 Mar, 2025 05:02:40 PM	0:04:08		Internal
596115262187			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Mar, 2025 03:34:20 PM	24 Mar, 2025 05:38:43 PM	03 Mar, 2025 05:02:40 PM	0:04:08		Internal
596115262187			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Mar, 2025 03:34:20 PM	24 Mar, 2025 05:38:43 PM	03 Mar, 2025 05:02:40 PM	0:04:08		Internal
596115262187			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Mar, 2025 03:34:20 PM	24 Mar, 2025 05:38:43 PM	03 Mar, 2025 05:02:40 PM	0:04:08		Internal
596115262187			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Mar, 2025 03:34:20 PM	24 Mar, 2025 05:38:43 PM	03 Mar, 2025 05:02:40 PM	0:04:08		Internal
596115262187			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Mar, 2025 03:34:20 PM	24 Mar, 2025 05:38:43 PM	03 Mar, 2025 05:02:40 PM	0:04:08		Internal
596115262187			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Mar, 2025 03:34:20 PM	24 Mar, 2025 05:38:43 PM	03 Mar, 2025 05:02:40 PM	0:04:08		Internal
596115262187			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Mar, 2025 03:34:20 PM	24 Mar, 2025 05:38:43 PM	03 Mar, 2025 05:02:40 PM	0:04:08		Internal
596115262187			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Mar, 2025 03:34:20 PM	24 Mar, 2025 05:38:43 PM	03 Mar, 2025 05:02:40 PM	0:04:08		Internal
596115262187			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Mar, 2025 03:34:20 PM	24 Mar, 2025 05:38:43 PM	03 Mar, 2025 05:02:40 PM	0:04:08		Internal
596115262187			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Mar, 2025 03:34:20 PM	24 Mar, 2025 05:38:43 PM	03 Mar, 2025 05:02:40 PM	0:04:08		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596115262187	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	24 Mar, 2025 03:34:20 PM	24 Mar, 2025 05:38:43 PM	03 Mar, 2025 05:02:40 PM	0:04:08		Internal
596115262187			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Mar, 2025 03:34:20 PM	24 Mar, 2025 05:38:43 PM	03 Mar, 2025 05:02:40 PM	0:04:08		Internal
596115262187			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Mar, 2025 03:34:20 PM	24 Mar, 2025 05:38:43 PM	03 Mar, 2025 05:02:40 PM	0:04:08		Internal
596115262187			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Mar, 2025 03:34:20 PM	24 Mar, 2025 05:38:43 PM	03 Mar, 2025 05:02:40 PM	0:04:08		Internal
596115262187			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		24 Mar, 2025 03:34:20 PM	24 Mar, 2025 05:38:43 PM	03 Mar, 2025 05:02:40 PM	0:04:08		Internal
596115262187			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Mar, 2025 03:34:20 PM	24 Mar, 2025 05:38:43 PM	03 Mar, 2025 05:02:40 PM	0:04:08		Internal
596115262187			CTE_Res_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Mar, 2025 03:34:20 PM	24 Mar, 2025 05:38:43 PM	03 Mar, 2025 05:02:40 PM	0:04:08		Internal
596115262187			CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Mar, 2025 03:34:20 PM	24 Mar, 2025 05:38:43 PM	03 Mar, 2025 05:02:40 PM	0:04:08		Internal
597058846885			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Mar, 2025 05:37:33 PM	24 Mar, 2025 05:44:01 PM	20 Mar, 2025 09:47:36 PM	0:02:15		Internal
597058846885			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Mar, 2025 05:37:33 PM	24 Mar, 2025 05:44:01 PM	20 Mar, 2025 09:47:36 PM	0:02:15		Internal
597058846885			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Mar, 2025 05:37:33 PM	24 Mar, 2025 05:44:01 PM	20 Mar, 2025 09:47:36 PM	0:02:15		Internal
597058846885			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Mar, 2025 05:37:33 PM	24 Mar, 2025 05:44:01 PM	20 Mar, 2025 09:47:36 PM	0:02:15		Internal
597058846885			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Mar, 2025 05:37:33 PM	24 Mar, 2025 05:44:01 PM	20 Mar, 2025 09:47:36 PM	0:02:15		Internal
597058846885			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Mar, 2025 05:37:33 PM	24 Mar, 2025 05:44:01 PM	20 Mar, 2025 09:47:36 PM	0:02:15		Internal
597058846885			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Mar, 2025 05:37:33 PM	24 Mar, 2025 05:44:01 PM	20 Mar, 2025 09:47:36 PM	0:02:15		Internal
597058846885			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Mar, 2025 05:37:33 PM	24 Mar, 2025 05:44:01 PM	20 Mar, 2025 09:47:36 PM	0:02:15		Internal
597058846885			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Mar, 2025 05:37:33 PM	24 Mar, 2025 05:44:01 PM	20 Mar, 2025 09:47:36 PM	0:02:15		Internal
597058846885			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Mar, 2025 05:37:33 PM	24 Mar, 2025 05:44:01 PM	20 Mar, 2025 09:47:36 PM	0:02:15		Internal
597058846885			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Mar, 2025 05:37:33 PM	24 Mar, 2025 05:44:01 PM	20 Mar, 2025 09:47:36 PM	0:02:15		Internal
597058846885			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Mar, 2025 05:37:33 PM	24 Mar, 2025 05:44:01 PM	20 Mar, 2025 09:47:36 PM	0:02:15		Internal
597058846885			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Mar, 2025 05:37:33 PM	24 Mar, 2025 05:44:01 PM	20 Mar, 2025 09:47:36 PM	0:02:15		Internal
597058846885			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Mar, 2025 05:37:33 PM	24 Mar, 2025 05:44:01 PM	20 Mar, 2025 09:47:36 PM	0:02:15		Internal
597058846885			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Mar, 2025 05:37:33 PM	24 Mar, 2025 05:44:01 PM	20 Mar, 2025 09:47:36 PM	0:02:15		Internal
597058846885			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Mar, 2025 05:37:33 PM	24 Mar, 2025 05:44:01 PM	20 Mar, 2025 09:47:36 PM	0:02:15		Internal
597058846885			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Mar, 2025 05:37:33 PM	24 Mar, 2025 05:44:01 PM	20 Mar, 2025 09:47:36 PM	0:02:15		Internal
597058846885			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Mar, 2025 05:37:33 PM	24 Mar, 2025 05:44:01 PM	20 Mar, 2025 09:47:36 PM	0:02:15		Internal
597058846885			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Mar, 2025 05:37:33 PM	24 Mar, 2025 05:44:01 PM	20 Mar, 2025 09:47:36 PM	0:02:15		Internal
597058846885			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Mar, 2025 05:37:33 PM	24 Mar, 2025 05:44:01 PM	20 Mar, 2025 09:47:36 PM	0:02:15		Internal
597058846885			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Mar, 2025 05:37:33 PM	24 Mar, 2025 05:44:01 PM	20 Mar, 2025 09:47:36 PM	0:02:15		Internal
597058846885			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Mar, 2025 05:37:33 PM	24 Mar, 2025 05:44:01 PM	20 Mar, 2025 09:47:36 PM	0:02:15		Internal
597058846885			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		24 Mar, 2025 05:37:33 PM	24 Mar, 2025 05:44:01 PM	20 Mar, 2025 09:47:36 PM	0:02:15		Internal
597058846885			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Mar, 2025 05:37:33 PM	24 Mar, 2025 05:44:01 PM	20 Mar, 2025 09:47:36 PM	0:02:15		Internal
597058846885			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Mar, 2025 05:37:33 PM	24 Mar, 2025 05:44:01 PM	20 Mar, 2025 09:47:36 PM	0:02:15		Internal
597058846885			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Mar, 2025 05:37:33 PM	24 Mar, 2025 05:44:01 PM	20 Mar, 2025 09:47:36 PM	0:02:15		Internal
597059151443			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Mar, 2025 05:38:22 PM	24 Mar, 2025 05:51:10 PM	24 Mar, 2025 03:45:47 PM	0:03:22		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597059151443	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	[redacted]	24 Mar, 2025 05:38:22 PM	24 Mar, 2025 05:51:10 PM	24 Mar, 2025 03:45:47 PM	0:03:22		Internal
597059151443			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Mar, 2025 05:38:22 PM	24 Mar, 2025 05:51:10 PM	24 Mar, 2025 03:45:47 PM	0:03:22		Internal
597059151443			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Mar, 2025 05:38:22 PM	24 Mar, 2025 05:51:10 PM	24 Mar, 2025 03:45:47 PM	0:03:22		Internal
597059151443			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Mar, 2025 05:38:22 PM	24 Mar, 2025 05:51:10 PM	24 Mar, 2025 03:45:47 PM	0:03:22		Internal
597059151443			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Mar, 2025 05:38:22 PM	24 Mar, 2025 05:51:10 PM	24 Mar, 2025 03:45:47 PM	0:03:22		Internal
597059151443			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Mar, 2025 05:38:22 PM	24 Mar, 2025 05:51:10 PM	24 Mar, 2025 03:45:47 PM	0:03:22		Internal
597059151443			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Mar, 2025 05:38:22 PM	24 Mar, 2025 05:51:10 PM	24 Mar, 2025 03:45:47 PM	0:03:22		Internal
597059151443			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Mar, 2025 05:38:22 PM	24 Mar, 2025 05:51:10 PM	24 Mar, 2025 03:45:47 PM	0:03:22		Internal
597059151443			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Mar, 2025 05:38:22 PM	24 Mar, 2025 05:51:10 PM	24 Mar, 2025 03:45:47 PM	0:03:22		Internal
597059151443			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Mar, 2025 05:38:22 PM	24 Mar, 2025 05:51:10 PM	24 Mar, 2025 03:45:47 PM	0:03:22		Internal
597059151443			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Mar, 2025 05:38:22 PM	24 Mar, 2025 05:51:10 PM	24 Mar, 2025 03:45:47 PM	0:03:22		Internal
597059151443			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Mar, 2025 05:38:22 PM	24 Mar, 2025 05:51:10 PM	24 Mar, 2025 03:45:47 PM	0:03:22		Internal
597059151443			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Mar, 2025 05:38:22 PM	24 Mar, 2025 05:51:10 PM	24 Mar, 2025 03:45:47 PM	0:03:22		Internal
597059151443			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Mar, 2025 05:38:22 PM	24 Mar, 2025 05:51:10 PM	24 Mar, 2025 03:45:47 PM	0:03:22		Internal
597059151443			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Mar, 2025 05:38:22 PM	24 Mar, 2025 05:51:10 PM	24 Mar, 2025 03:45:47 PM	0:03:22		Internal
597059151443			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Mar, 2025 05:38:22 PM	24 Mar, 2025 05:51:10 PM	24 Mar, 2025 03:45:47 PM	0:03:22		Internal
597059151443			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Mar, 2025 05:38:22 PM	24 Mar, 2025 05:51:10 PM	24 Mar, 2025 03:45:47 PM	0:03:22		Internal
597059151443			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Mar, 2025 05:38:22 PM	24 Mar, 2025 05:51:10 PM	24 Mar, 2025 03:45:47 PM	0:03:22		Internal
597059151443			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Mar, 2025 05:38:22 PM	24 Mar, 2025 05:51:10 PM	24 Mar, 2025 03:45:47 PM	0:03:22		Internal
597059151443			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Mar, 2025 05:38:22 PM	24 Mar, 2025 05:51:10 PM	24 Mar, 2025 03:45:47 PM	0:03:22		Internal
597059151443			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Mar, 2025 05:38:22 PM	24 Mar, 2025 05:51:10 PM	24 Mar, 2025 03:45:47 PM	0:03:22		Internal
597059151443			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		24 Mar, 2025 05:38:22 PM	24 Mar, 2025 05:51:10 PM	24 Mar, 2025 03:45:47 PM	0:03:22		Internal
597059151443			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Mar, 2025 05:38:22 PM	24 Mar, 2025 05:51:10 PM	24 Mar, 2025 03:45:47 PM	0:03:22		Internal
597059151443			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Mar, 2025 05:38:22 PM	24 Mar, 2025 05:51:10 PM	24 Mar, 2025 03:45:47 PM	0:03:22		Internal
597059151443			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Mar, 2025 05:38:22 PM	24 Mar, 2025 05:51:10 PM	24 Mar, 2025 03:45:47 PM	0:03:22		Internal
597059061869			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Mar, 2025 05:53:49 PM	24 Mar, 2025 05:57:57 PM	23 Mar, 2025 12:24:22 AM	0:02:29		Internal
597059061869			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Mar, 2025 05:53:49 PM	24 Mar, 2025 05:57:57 PM	23 Mar, 2025 12:24:22 AM	0:02:29		Internal
597059061869			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Mar, 2025 05:53:49 PM	24 Mar, 2025 05:57:57 PM	23 Mar, 2025 12:24:22 AM	0:02:29		Internal
597059061869			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Mar, 2025 05:53:49 PM	24 Mar, 2025 05:57:57 PM	23 Mar, 2025 12:24:22 AM	0:02:29		Internal
597059061869			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Mar, 2025 05:53:49 PM	24 Mar, 2025 05:57:57 PM	23 Mar, 2025 12:24:22 AM	0:02:29		Internal
597059061869			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Mar, 2025 05:53:49 PM	24 Mar, 2025 05:57:57 PM	23 Mar, 2025 12:24:22 AM	0:02:29		Internal
597059061869			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Mar, 2025 05:53:49 PM	24 Mar, 2025 05:57:57 PM	23 Mar, 2025 12:24:22 AM	0:02:29		Internal
597059061869			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Mar, 2025 05:53:49 PM	24 Mar, 2025 05:57:57 PM	23 Mar, 2025 12:24:22 AM	0:02:29		Internal
597059061869			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Mar, 2025 05:53:49 PM	24 Mar, 2025 05:57:57 PM	23 Mar, 2025 12:24:22 AM	0:02:29		Internal
597059061869			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Mar, 2025 05:53:49 PM	24 Mar, 2025 05:57:57 PM	23 Mar, 2025 12:24:22 AM	0:02:29		Internal
597059061869			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Mar, 2025 05:53:49 PM	24 Mar, 2025 05:57:57 PM	23 Mar, 2025 12:24:22 AM	0:02:29		Internal
597059061869			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Mar, 2025 05:53:49 PM	24 Mar, 2025 05:57:57 PM	23 Mar, 2025 12:24:22 AM	0:02:29		Internal
597059061869			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Mar, 2025 05:53:49 PM	24 Mar, 2025 05:57:57 PM	23 Mar, 2025 12:24:22 AM	0:02:29		Internal
597059061869			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Mar, 2025 05:53:49 PM	24 Mar, 2025 05:57:57 PM	23 Mar, 2025 12:24:22 AM	0:02:29		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597059061869	[redacted]		CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	24 Mar, 2025 05:53:49 PM	24 Mar, 2025 05:57:57 PM	23 Mar, 2025 12:24:22 AM	0:02:29		Internal
597059061869			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Mar, 2025 05:53:49 PM	24 Mar, 2025 05:57:57 PM	23 Mar, 2025 12:24:22 AM	0:02:29		Internal
597059061869			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Mar, 2025 05:53:49 PM	24 Mar, 2025 05:57:57 PM	23 Mar, 2025 12:24:22 AM	0:02:29		Internal
597059061869			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Mar, 2025 05:53:49 PM	24 Mar, 2025 05:57:57 PM	23 Mar, 2025 12:24:22 AM	0:02:29		Internal
597059061869			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Mar, 2025 05:53:49 PM	24 Mar, 2025 05:57:57 PM	23 Mar, 2025 12:24:22 AM	0:02:29		Internal
597059061869			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Mar, 2025 05:53:49 PM	24 Mar, 2025 05:57:57 PM	23 Mar, 2025 12:24:22 AM	0:02:29		Internal
597059061869			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Mar, 2025 05:53:49 PM	24 Mar, 2025 05:57:57 PM	23 Mar, 2025 12:24:22 AM	0:02:29		Internal
597059061869			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Mar, 2025 05:53:49 PM	24 Mar, 2025 05:57:57 PM	23 Mar, 2025 12:24:22 AM	0:02:29		Internal
597059061869			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		24 Mar, 2025 05:53:49 PM	24 Mar, 2025 05:57:57 PM	23 Mar, 2025 12:24:22 AM	0:02:29		Internal
597059061869			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Mar, 2025 05:53:49 PM	24 Mar, 2025 05:57:57 PM	23 Mar, 2025 12:24:22 AM	0:02:29		Internal
597059061869			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Mar, 2025 05:53:49 PM	24 Mar, 2025 05:57:57 PM	23 Mar, 2025 12:24:22 AM	0:02:29		Internal
597059061869			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Mar, 2025 05:53:49 PM	24 Mar, 2025 05:57:57 PM	23 Mar, 2025 12:24:22 AM	0:02:29		Internal
597058375406			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Mar, 2025 06:01:07 PM	24 Mar, 2025 06:23:32 PM	18 Mar, 2025 02:44:11 AM	0:08:09		Internal
597058375406			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Mar, 2025 06:01:07 PM	24 Mar, 2025 06:23:32 PM	18 Mar, 2025 02:44:11 AM	0:08:09		Internal
597058375406			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Mar, 2025 06:01:07 PM	24 Mar, 2025 06:23:32 PM	18 Mar, 2025 02:44:11 AM	0:08:09		Internal
597058375406			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Mar, 2025 06:01:07 PM	24 Mar, 2025 06:23:32 PM	18 Mar, 2025 02:44:11 AM	0:08:09		Internal
597058375406			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Mar, 2025 06:01:07 PM	24 Mar, 2025 06:23:32 PM	18 Mar, 2025 02:44:11 AM	0:08:09		Internal
597058375406			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Mar, 2025 06:01:07 PM	24 Mar, 2025 06:23:32 PM	18 Mar, 2025 02:44:11 AM	0:08:09		Internal
597058375406			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Mar, 2025 06:01:07 PM	24 Mar, 2025 06:23:32 PM	18 Mar, 2025 02:44:11 AM	0:08:09		Internal
597058375406			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Mar, 2025 06:01:07 PM	24 Mar, 2025 06:23:32 PM	18 Mar, 2025 02:44:11 AM	0:08:09		Internal
597058375406			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Mar, 2025 06:01:07 PM	24 Mar, 2025 06:23:32 PM	18 Mar, 2025 02:44:11 AM	0:08:09		Internal
597058375406			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Mar, 2025 06:01:07 PM	24 Mar, 2025 06:23:32 PM	18 Mar, 2025 02:44:11 AM	0:08:09		Internal
597058375406			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Mar, 2025 06:01:07 PM	24 Mar, 2025 06:23:32 PM	18 Mar, 2025 02:44:11 AM	0:08:09		Internal
597058375406			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Mar, 2025 06:01:07 PM	24 Mar, 2025 06:23:32 PM	18 Mar, 2025 02:44:11 AM	0:08:09		Internal
597058375406			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Mar, 2025 06:01:07 PM	24 Mar, 2025 06:23:32 PM	18 Mar, 2025 02:44:11 AM	0:08:09		Internal
597058375406			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Mar, 2025 06:01:07 PM	24 Mar, 2025 06:23:32 PM	18 Mar, 2025 02:44:11 AM	0:08:09		Internal
597058375406			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Mar, 2025 06:01:07 PM	24 Mar, 2025 06:23:32 PM	18 Mar, 2025 02:44:11 AM	0:08:09		Internal
597058375406			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Mar, 2025 06:01:07 PM	24 Mar, 2025 06:23:32 PM	18 Mar, 2025 02:44:11 AM	0:08:09		Internal
597058375406			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Mar, 2025 06:01:07 PM	24 Mar, 2025 06:23:32 PM	18 Mar, 2025 02:44:11 AM	0:08:09		Internal
597058375406			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Mar, 2025 06:01:07 PM	24 Mar, 2025 06:23:32 PM	18 Mar, 2025 02:44:11 AM	0:08:09		Internal
597058375406			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Mar, 2025 06:01:07 PM	24 Mar, 2025 06:23:32 PM	18 Mar, 2025 02:44:11 AM	0:08:09		Internal
597058375406			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Mar, 2025 06:01:07 PM	24 Mar, 2025 06:23:32 PM	18 Mar, 2025 02:44:11 AM	0:08:09		Internal
597058375406			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Mar, 2025 06:01:07 PM	24 Mar, 2025 06:23:32 PM	18 Mar, 2025 02:44:11 AM	0:08:09		Internal
597058375406			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Mar, 2025 06:01:07 PM	24 Mar, 2025 06:23:32 PM	18 Mar, 2025 02:44:11 AM	0:08:09		Internal
597058375406			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		18 Mar, 2025 06:01:07 PM	24 Mar, 2025 06:23:32 PM	18 Mar, 2025 02:44:11 AM	0:08:09		Internal
597058375406			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Mar, 2025 06:01:07 PM	24 Mar, 2025 06:23:32 PM	18 Mar, 2025 02:44:11 AM	0:08:09		Internal
597058375406			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Mar, 2025 06:01:07 PM	24 Mar, 2025 06:23:32 PM	18 Mar, 2025 02:44:11 AM	0:08:09		Internal
597058375406			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Mar, 2025 06:01:07 PM	24 Mar, 2025 06:23:32 PM	18 Mar, 2025 02:44:11 AM	0:08:09		Internal
597059091585			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Mar, 2025 06:29:22 PM	24 Mar, 2025 06:33:39 PM	24 Mar, 2025 10:20:34 AM	0:03:18		Internal
597059091585			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Mar, 2025 06:29:22 PM	24 Mar, 2025 06:33:39 PM	24 Mar, 2025 10:20:34 AM	0:03:18		Internal
597059091585			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Mar, 2025 06:29:22 PM	24 Mar, 2025 06:33:39 PM	24 Mar, 2025 10:20:34 AM	0:03:18		Internal
597059091585			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Mar, 2025 06:29:22 PM	24 Mar, 2025 06:33:39 PM	24 Mar, 2025 10:20:34 AM	0:03:18		Internal
597059091585			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Mar, 2025 06:29:22 PM	24 Mar, 2025 06:33:39 PM	24 Mar, 2025 10:20:34 AM	0:03:18		Internal
597059091585			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Mar, 2025 06:29:22 PM	24 Mar, 2025 06:33:39 PM	24 Mar, 2025 10:20:34 AM	0:03:18		Internal
597059091585			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Mar, 2025 06:29:22 PM	24 Mar, 2025 06:33:39 PM	24 Mar, 2025 10:20:34 AM	0:03:18		Internal
597059091585			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Mar, 2025 06:29:22 PM	24 Mar, 2025 06:33:39 PM	24 Mar, 2025 10:20:34 AM	0:03:18		Internal
597059091585			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Mar, 2025 06:29:22 PM	24 Mar, 2025 06:33:39 PM	24 Mar, 2025 10:20:34 AM	0:03:18		Internal
597059091585			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Mar, 2025 06:29:22 PM	24 Mar, 2025 06:33:39 PM	24 Mar, 2025 10:20:34 AM	0:03:18		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597059091585	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	24 Mar, 2025 06:29:22 PM	24 Mar, 2025 06:33:39 PM	24 Mar, 2025 10:20:34 AM	0:03:18		Internal
597059091585			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Mar, 2025 06:29:22 PM	24 Mar, 2025 06:33:39 PM	24 Mar, 2025 10:20:34 AM	0:03:18		Internal
597059091585			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Mar, 2025 06:29:22 PM	24 Mar, 2025 06:33:39 PM	24 Mar, 2025 10:20:34 AM	0:03:18		Internal
597059091585			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Mar, 2025 06:29:22 PM	24 Mar, 2025 06:33:39 PM	24 Mar, 2025 10:20:34 AM	0:03:18		Internal
597059091585			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Mar, 2025 06:29:22 PM	24 Mar, 2025 06:33:39 PM	24 Mar, 2025 10:20:34 AM	0:03:18		Internal
597059091585			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Mar, 2025 06:29:22 PM	24 Mar, 2025 06:33:39 PM	24 Mar, 2025 10:20:34 AM	0:03:18		Internal
597059091585			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Mar, 2025 06:29:22 PM	24 Mar, 2025 06:33:39 PM	24 Mar, 2025 10:20:34 AM	0:03:18		Internal
597059091585			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Mar, 2025 06:29:22 PM	24 Mar, 2025 06:33:39 PM	24 Mar, 2025 10:20:34 AM	0:03:18		Internal
597059091585			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Mar, 2025 06:29:22 PM	24 Mar, 2025 06:33:39 PM	24 Mar, 2025 10:20:34 AM	0:03:18		Internal
597059091585			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Mar, 2025 06:29:22 PM	24 Mar, 2025 06:33:39 PM	24 Mar, 2025 10:20:34 AM	0:03:18		Internal
597059091585			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Mar, 2025 06:29:22 PM	24 Mar, 2025 06:33:39 PM	24 Mar, 2025 10:20:34 AM	0:03:18		Internal
597059091585			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Mar, 2025 06:29:22 PM	24 Mar, 2025 06:33:39 PM	24 Mar, 2025 10:20:34 AM	0:03:18		Internal
597059091585			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		24 Mar, 2025 06:29:22 PM	24 Mar, 2025 06:33:39 PM	24 Mar, 2025 10:20:34 AM	0:03:18		Internal
597059091585			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Mar, 2025 06:29:22 PM	24 Mar, 2025 06:33:39 PM	24 Mar, 2025 10:20:34 AM	0:03:18		Internal
597059091585			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Mar, 2025 06:29:22 PM	24 Mar, 2025 06:33:39 PM	24 Mar, 2025 10:20:34 AM	0:03:18		Internal
597059091585			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Mar, 2025 06:29:22 PM	24 Mar, 2025 06:33:39 PM	24 Mar, 2025 10:20:34 AM	0:03:18		Internal
596115470609			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Mar, 2025 04:30:52 PM	24 Mar, 2025 06:51:33 PM	04 Mar, 2025 04:07:11 PM	0:02:09		Internal
596115470609			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Mar, 2025 04:30:52 PM	24 Mar, 2025 06:51:33 PM	04 Mar, 2025 04:07:11 PM	0:02:09		Internal
596115470609			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Mar, 2025 04:30:52 PM	24 Mar, 2025 06:51:33 PM	04 Mar, 2025 04:07:11 PM	0:02:09		Internal
596115470609			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Mar, 2025 04:30:52 PM	24 Mar, 2025 06:51:33 PM	04 Mar, 2025 04:07:11 PM	0:02:09		Internal
596115470609			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Mar, 2025 04:30:52 PM	24 Mar, 2025 06:51:33 PM	04 Mar, 2025 04:07:11 PM	0:02:09		Internal
596115470609			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Mar, 2025 04:30:52 PM	24 Mar, 2025 06:51:33 PM	04 Mar, 2025 04:07:11 PM	0:02:09		Internal
596115470609			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Mar, 2025 04:30:52 PM	24 Mar, 2025 06:51:33 PM	04 Mar, 2025 04:07:11 PM	0:02:09		Internal
596115470609			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Mar, 2025 04:30:52 PM	24 Mar, 2025 06:51:33 PM	04 Mar, 2025 04:07:11 PM	0:02:09		Internal
596115470609			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Mar, 2025 04:30:52 PM	24 Mar, 2025 06:51:33 PM	04 Mar, 2025 04:07:11 PM	0:02:09		Internal
596115470609			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Mar, 2025 04:30:52 PM	24 Mar, 2025 06:51:33 PM	04 Mar, 2025 04:07:11 PM	0:02:09		Internal
596115470609			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Mar, 2025 04:30:52 PM	24 Mar, 2025 06:51:33 PM	04 Mar, 2025 04:07:11 PM	0:02:09		Internal
596115470609			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Mar, 2025 04:30:52 PM	24 Mar, 2025 06:51:33 PM	04 Mar, 2025 04:07:11 PM	0:02:09		Internal
596115470609			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Mar, 2025 04:30:52 PM	24 Mar, 2025 06:51:33 PM	04 Mar, 2025 04:07:11 PM	0:02:09		Internal
596115470609			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Mar, 2025 04:30:52 PM	24 Mar, 2025 06:51:33 PM	04 Mar, 2025 04:07:11 PM	0:02:09		Internal
596115470609			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Mar, 2025 04:30:52 PM	24 Mar, 2025 06:51:33 PM	04 Mar, 2025 04:07:11 PM	0:02:09		Internal
596115470609			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Mar, 2025 04:30:52 PM	24 Mar, 2025 06:51:33 PM	04 Mar, 2025 04:07:11 PM	0:02:09		Internal
596115470609			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Mar, 2025 04:30:52 PM	24 Mar, 2025 06:51:33 PM	04 Mar, 2025 04:07:11 PM	0:02:09		Internal
596115470609			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Mar, 2025 04:30:52 PM	24 Mar, 2025 06:51:33 PM	04 Mar, 2025 04:07:11 PM	0:02:09		Internal
596115470609			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Mar, 2025 04:30:52 PM	24 Mar, 2025 06:51:33 PM	04 Mar, 2025 04:07:11 PM	0:02:09		Internal
596115470609			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Mar, 2025 04:30:52 PM	24 Mar, 2025 06:51:33 PM	04 Mar, 2025 04:07:11 PM	0:02:09		Internal
596115470609			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Mar, 2025 04:30:52 PM	24 Mar, 2025 06:51:33 PM	04 Mar, 2025 04:07:11 PM	0:02:09		Internal
596115470609			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Mar, 2025 04:30:52 PM	24 Mar, 2025 06:51:33 PM	04 Mar, 2025 04:07:11 PM	0:02:09		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596115470609			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		04 Mar, 2025 04:30:52 PM	24 Mar, 2025 06:51:33 PM	04 Mar, 2025 04:07:11 PM	0:02:09		Internal
596115470609			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Mar, 2025 04:30:52 PM	24 Mar, 2025 06:51:33 PM	04 Mar, 2025 04:07:11 PM	0:02:09		Internal
596115470609			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Mar, 2025 04:30:52 PM	24 Mar, 2025 06:51:33 PM	04 Mar, 2025 04:07:11 PM	0:02:09		Internal
596115470609			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Mar, 2025 04:30:52 PM	24 Mar, 2025 06:51:33 PM	04 Mar, 2025 04:07:11 PM	0:02:09		Internal
597057718429			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Mar, 2025 05:31:15 PM	24 Mar, 2025 06:58:14 PM	12 Mar, 2025 04:29:35 PM	0:05:18		Internal
597057718429			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Mar, 2025 05:31:15 PM	24 Mar, 2025 06:58:14 PM	12 Mar, 2025 04:29:35 PM	0:05:18		Internal
597057718429			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Mar, 2025 05:31:15 PM	24 Mar, 2025 06:58:14 PM	12 Mar, 2025 04:29:35 PM	0:05:18		Internal
597057718429			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Mar, 2025 05:31:15 PM	24 Mar, 2025 06:58:14 PM	12 Mar, 2025 04:29:35 PM	0:05:18		Internal
597057718429			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Mar, 2025 05:31:15 PM	24 Mar, 2025 06:58:14 PM	12 Mar, 2025 04:29:35 PM	0:05:18		Internal
597057718429			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Mar, 2025 05:31:15 PM	24 Mar, 2025 06:58:14 PM	12 Mar, 2025 04:29:35 PM	0:05:18		Internal
597057718429			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Mar, 2025 05:31:15 PM	24 Mar, 2025 06:58:14 PM	12 Mar, 2025 04:29:35 PM	0:05:18		Internal
597057718429			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Mar, 2025 05:31:15 PM	24 Mar, 2025 06:58:14 PM	12 Mar, 2025 04:29:35 PM	0:05:18		Internal
597057718429			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Mar, 2025 05:31:15 PM	24 Mar, 2025 06:58:14 PM	12 Mar, 2025 04:29:35 PM	0:05:18		Internal
597057718429			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Mar, 2025 05:31:15 PM	24 Mar, 2025 06:58:14 PM	12 Mar, 2025 04:29:35 PM	0:05:18		Internal
597057718429			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Mar, 2025 05:31:15 PM	24 Mar, 2025 06:58:14 PM	12 Mar, 2025 04:29:35 PM	0:05:18		Internal
597057718429			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Mar, 2025 05:31:15 PM	24 Mar, 2025 06:58:14 PM	12 Mar, 2025 04:29:35 PM	0:05:18		Internal
597057718429			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Mar, 2025 05:31:15 PM	24 Mar, 2025 06:58:14 PM	12 Mar, 2025 04:29:35 PM	0:05:18		Internal
597057718429			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Mar, 2025 05:31:15 PM	24 Mar, 2025 06:58:14 PM	12 Mar, 2025 04:29:35 PM	0:05:18		Internal
597057718429			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Mar, 2025 05:31:15 PM	24 Mar, 2025 06:58:14 PM	12 Mar, 2025 04:29:35 PM	0:05:18		Internal
597057718429			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Mar, 2025 05:31:15 PM	24 Mar, 2025 06:58:14 PM	12 Mar, 2025 04:29:35 PM	0:05:18		Internal
597057718429			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Mar, 2025 05:31:15 PM	24 Mar, 2025 06:58:14 PM	12 Mar, 2025 04:29:35 PM	0:05:18		Internal
597057718429			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Mar, 2025 05:31:15 PM	24 Mar, 2025 06:58:14 PM	12 Mar, 2025 04:29:35 PM	0:05:18		Internal
597057718429			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Mar, 2025 05:31:15 PM	24 Mar, 2025 06:58:14 PM	12 Mar, 2025 04:29:35 PM	0:05:18		Internal
597057718429			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Mar, 2025 05:31:15 PM	24 Mar, 2025 06:58:14 PM	12 Mar, 2025 04:29:35 PM	0:05:18		Internal
597057718429			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Mar, 2025 05:31:15 PM	24 Mar, 2025 06:58:14 PM	12 Mar, 2025 04:29:35 PM	0:05:18		Internal
597057718429			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Mar, 2025 05:31:15 PM	24 Mar, 2025 06:58:14 PM	12 Mar, 2025 04:29:35 PM	0:05:18		Internal
597057718429			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		12 Mar, 2025 05:31:15 PM	24 Mar, 2025 06:58:14 PM	12 Mar, 2025 04:29:35 PM	0:05:18		Internal
597057718429			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Mar, 2025 05:31:15 PM	24 Mar, 2025 06:58:14 PM	12 Mar, 2025 04:29:35 PM	0:05:18		Internal
597057718429			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Mar, 2025 05:31:15 PM	24 Mar, 2025 06:58:14 PM	12 Mar, 2025 04:29:35 PM	0:05:18		Internal
597057718429			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Mar, 2025 05:31:15 PM	24 Mar, 2025 06:58:14 PM	12 Mar, 2025 04:29:35 PM	0:05:18		Internal
597059202466			CTE_Bus_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Mar, 2025 06:31:50 PM	24 Mar, 2025 07:10:13 PM	24 Mar, 2025 06:12:01 PM	0:07:52		Internal
597059202466			CTE_Bus_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Mar, 2025 06:31:50 PM	24 Mar, 2025 07:10:13 PM	24 Mar, 2025 06:12:01 PM	0:07:52		Internal
597059202466			CTE_Bus_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Mar, 2025 06:31:50 PM	24 Mar, 2025 07:10:13 PM	24 Mar, 2025 06:12:01 PM	0:07:52		Internal
597059202466			CTE_Bus_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Mar, 2025 06:31:50 PM	24 Mar, 2025 07:10:13 PM	24 Mar, 2025 06:12:01 PM	0:07:52		Internal
597059202466			CTE_Bus_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Mar, 2025 06:31:50 PM	24 Mar, 2025 07:10:13 PM	24 Mar, 2025 06:12:01 PM	0:07:52		Internal
597059202466			CTE_Bus_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Mar, 2025 06:31:50 PM	24 Mar, 2025 07:10:13 PM	24 Mar, 2025 06:12:01 PM	0:07:52		Internal
597059202466			CTE_Bus_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Mar, 2025 06:31:50 PM	24 Mar, 2025 07:10:13 PM	24 Mar, 2025 06:12:01 PM	0:07:52		Internal
597059202466			CTE_Bus_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Mar, 2025 06:31:50 PM	24 Mar, 2025 07:10:13 PM	24 Mar, 2025 06:12:01 PM	0:07:52		Internal
597059202466			CTE_Bus_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Mar, 2025 06:31:50 PM	24 Mar, 2025 07:10:13 PM	24 Mar, 2025 06:12:01 PM	0:07:52		Internal
597059202466			CTE_Bus_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Mar, 2025 06:31:50 PM	24 Mar, 2025 07:10:13 PM	24 Mar, 2025 06:12:01 PM	0:07:52		Internal
597059202466			CTE_Bus_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Mar, 2025 06:31:50 PM	24 Mar, 2025 07:10:13 PM	24 Mar, 2025 06:12:01 PM	0:07:52		Internal
597059202466			CTE_Bus_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Mar, 2025 06:31:50 PM	24 Mar, 2025 07:10:13 PM	24 Mar, 2025 06:12:01 PM	0:07:52		Internal
597059202466			CTE_Bus_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Mar, 2025 06:31:50 PM	24 Mar, 2025 07:10:13 PM	24 Mar, 2025 06:12:01 PM	0:07:52		Internal
597059202466			CTE_Bus_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Mar, 2025 06:31:50 PM	24 Mar, 2025 07:10:13 PM	24 Mar, 2025 06:12:01 PM	0:07:52		Internal
597059202466			CTE_Bus_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Mar, 2025 06:31:50 PM	24 Mar, 2025 07:10:13 PM	24 Mar, 2025 06:12:01 PM	0:07:52		Internal
597059202466			CTE_Bus_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Mar, 2025 06:31:50 PM	24 Mar, 2025 07:10:13 PM	24 Mar, 2025 06:12:01 PM	0:07:52		Internal
597059202466			CTE_Bus_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Mar, 2025 06:31:50 PM	24 Mar, 2025 07:10:13 PM	24 Mar, 2025 06:12:01 PM	0:07:52		Internal
597059202466			CTE_Bus_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Mar, 2025 06:31:50 PM	24 Mar, 2025 07:10:13 PM	24 Mar, 2025 06:12:01 PM	0:07:52		Internal
597059202466			CTE_Bus_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Mar, 2025 06:31:50 PM	24 Mar, 2025 07:10:13 PM	24 Mar, 2025 06:12:01 PM	0:07:52		Internal
597059202466			CTE_Bus_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Mar, 2025 06:31:50 PM	24 Mar, 2025 07:10:13 PM	24 Mar, 2025 06:12:01 PM	0:07:52		Internal
597059202466			CTE_Bus_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Mar, 2025 06:31:50 PM	24 Mar, 2025 07:10:13 PM	24 Mar, 2025 06:12:01 PM	0:07:52		Internal
597059202466			CTE_Bus_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Mar, 2025 06:31:50 PM	24 Mar, 2025 07:10:13 PM	24 Mar, 2025 06:12:01 PM	0:07:52		Internal
597059202466			CTE_Bus_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		24 Mar, 2025 06:31:50 PM	24 Mar, 2025 07:10:13 PM	24 Mar, 2025 06:12:01 PM	0:07:52		Internal
597059202466			CTE_Bus_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Mar, 2025 06:31:50 PM	24 Mar, 2025 07:10:13 PM	24 Mar, 2025 06:12:01 PM	0:07:52		Internal
597059202466			CTE_Bus_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Mar, 2025 06:31:50 PM	24 Mar, 2025 07:10:13 PM	24 Mar, 2025 06:12:01 PM	0:07:52		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597059202466	[redacted]	[redacted]	CTE_Bus_Default	[redacted]	Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	[redacted]	24 Mar, 2025 06:31:50 PM	24 Mar, 2025 07:10:13 PM	24 Mar, 2025 06:12:01 PM	0:07:52		Internal
597057643646			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Mar, 2025 09:31:14 PM	24 Mar, 2025 07:21:04 PM	12 Mar, 2025 01:15:20 AM	0:07:38		Internal
597057643646			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Mar, 2025 09:31:14 PM	24 Mar, 2025 07:21:04 PM	12 Mar, 2025 01:15:20 AM	0:07:38		Internal
597057643646			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Mar, 2025 09:31:14 PM	24 Mar, 2025 07:21:04 PM	12 Mar, 2025 01:15:20 AM	0:07:38		Internal
597057643646			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Mar, 2025 09:31:14 PM	24 Mar, 2025 07:21:04 PM	12 Mar, 2025 01:15:20 AM	0:07:38		Internal
597057643646			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Mar, 2025 09:31:14 PM	24 Mar, 2025 07:21:04 PM	12 Mar, 2025 01:15:20 AM	0:07:38		Internal
597057643646			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Mar, 2025 09:31:14 PM	24 Mar, 2025 07:21:04 PM	12 Mar, 2025 01:15:20 AM	0:07:38		Internal
597057643646			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Mar, 2025 09:31:14 PM	24 Mar, 2025 07:21:04 PM	12 Mar, 2025 01:15:20 AM	0:07:38		Internal
597057643646			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Mar, 2025 09:31:14 PM	24 Mar, 2025 07:21:04 PM	12 Mar, 2025 01:15:20 AM	0:07:38		Internal
597057643646			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Mar, 2025 09:31:14 PM	24 Mar, 2025 07:21:04 PM	12 Mar, 2025 01:15:20 AM	0:07:38		Internal
597057643646			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Mar, 2025 09:31:14 PM	24 Mar, 2025 07:21:04 PM	12 Mar, 2025 01:15:20 AM	0:07:38		Internal
597057643646			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Mar, 2025 09:31:14 PM	24 Mar, 2025 07:21:04 PM	12 Mar, 2025 01:15:20 AM	0:07:38		Internal
597057643646			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Mar, 2025 09:31:14 PM	24 Mar, 2025 07:21:04 PM	12 Mar, 2025 01:15:20 AM	0:07:38		Internal
597057643646			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Mar, 2025 09:31:14 PM	24 Mar, 2025 07:21:04 PM	12 Mar, 2025 01:15:20 AM	0:07:38		Internal
597057643646			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Mar, 2025 09:31:14 PM	24 Mar, 2025 07:21:04 PM	12 Mar, 2025 01:15:20 AM	0:07:38		Internal
597057643646			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Mar, 2025 09:31:14 PM	24 Mar, 2025 07:21:04 PM	12 Mar, 2025 01:15:20 AM	0:07:38		Internal
597057643646			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Mar, 2025 09:31:14 PM	24 Mar, 2025 07:21:04 PM	12 Mar, 2025 01:15:20 AM	0:07:38		Internal
597057643646			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Mar, 2025 09:31:14 PM	24 Mar, 2025 07:21:04 PM	12 Mar, 2025 01:15:20 AM	0:07:38		Internal
597057643646			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Mar, 2025 09:31:14 PM	24 Mar, 2025 07:21:04 PM	12 Mar, 2025 01:15:20 AM	0:07:38		Internal
597057643646			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Mar, 2025 09:31:14 PM	24 Mar, 2025 07:21:04 PM	12 Mar, 2025 01:15:20 AM	0:07:38		Internal
597057643646			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Mar, 2025 09:31:14 PM	24 Mar, 2025 07:21:04 PM	12 Mar, 2025 01:15:20 AM	0:07:38		Internal
597057643646			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Mar, 2025 09:31:14 PM	24 Mar, 2025 07:21:04 PM	12 Mar, 2025 01:15:20 AM	0:07:38		Internal
597057643646			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Mar, 2025 09:31:14 PM	24 Mar, 2025 07:21:04 PM	12 Mar, 2025 01:15:20 AM	0:07:38		Internal
597057643646			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		12 Mar, 2025 09:31:14 PM	24 Mar, 2025 07:21:04 PM	12 Mar, 2025 01:15:20 AM	0:07:38		Internal
597057643646			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Mar, 2025 09:31:14 PM	24 Mar, 2025 07:21:04 PM	12 Mar, 2025 01:15:20 AM	0:07:38		Internal
597057643646			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Mar, 2025 09:31:14 PM	24 Mar, 2025 07:21:04 PM	12 Mar, 2025 01:15:20 AM	0:07:38		Internal
597057643646			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Mar, 2025 09:31:14 PM	24 Mar, 2025 07:21:04 PM	12 Mar, 2025 01:15:20 AM	0:07:38		Internal
597058614696			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Mar, 2025 07:26:25 PM	24 Mar, 2025 07:29:12 PM	19 Mar, 2025 04:46:04 PM	0:02:12		Internal
597058614696			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Mar, 2025 07:26:25 PM	24 Mar, 2025 07:29:12 PM	19 Mar, 2025 04:46:04 PM	0:02:12		Internal
597058614696			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Mar, 2025 07:26:25 PM	24 Mar, 2025 07:29:12 PM	19 Mar, 2025 04:46:04 PM	0:02:12		Internal
597058614696			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Mar, 2025 07:26:25 PM	24 Mar, 2025 07:29:12 PM	19 Mar, 2025 04:46:04 PM	0:02:12		Internal
597058614696			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Mar, 2025 07:26:25 PM	24 Mar, 2025 07:29:12 PM	19 Mar, 2025 04:46:04 PM	0:02:12		Internal
597058614696			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Mar, 2025 07:26:25 PM	24 Mar, 2025 07:29:12 PM	19 Mar, 2025 04:46:04 PM	0:02:12		Internal
597058614696			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Mar, 2025 07:26:25 PM	24 Mar, 2025 07:29:12 PM	19 Mar, 2025 04:46:04 PM	0:02:12		Internal
597058614696			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Mar, 2025 07:26:25 PM	24 Mar, 2025 07:29:12 PM	19 Mar, 2025 04:46:04 PM	0:02:12		Internal
597058614696			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Mar, 2025 07:26:25 PM	24 Mar, 2025 07:29:12 PM	19 Mar, 2025 04:46:04 PM	0:02:12		Internal
597058614696			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Mar, 2025 07:26:25 PM	24 Mar, 2025 07:29:12 PM	19 Mar, 2025 04:46:04 PM	0:02:12		Internal
597058614696			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Mar, 2025 07:26:25 PM	24 Mar, 2025 07:29:12 PM	19 Mar, 2025 04:46:04 PM	0:02:12		Internal
597058614696			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Mar, 2025 07:26:25 PM	24 Mar, 2025 07:29:12 PM	19 Mar, 2025 04:46:04 PM	0:02:12		Internal
597058614696			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Mar, 2025 07:26:25 PM	24 Mar, 2025 07:29:12 PM	19 Mar, 2025 04:46:04 PM	0:02:12		Internal
597058614696			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Mar, 2025 07:26:25 PM	24 Mar, 2025 07:29:12 PM	19 Mar, 2025 04:46:04 PM	0:02:12		Internal
597058614696			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Mar, 2025 07:26:25 PM	24 Mar, 2025 07:29:12 PM	19 Mar, 2025 04:46:04 PM	0:02:12		Internal
597058614696			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Mar, 2025 07:26:25 PM	24 Mar, 2025 07:29:12 PM	19 Mar, 2025 04:46:04 PM	0:02:12		Internal
597058614696			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Mar, 2025 07:26:25 PM	24 Mar, 2025 07:29:12 PM	19 Mar, 2025 04:46:04 PM	0:02:12		Internal
597058614696			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Mar, 2025 07:26:25 PM	24 Mar, 2025 07:29:12 PM	19 Mar, 2025 04:46:04 PM	0:02:12		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597058614696	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	24 Mar, 2025 07:26:25 PM	24 Mar, 2025 07:29:12 PM	19 Mar, 2025 04:46:04 PM	0:02:12		Internal
597058614696			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Mar, 2025 07:26:25 PM	24 Mar, 2025 07:29:12 PM	19 Mar, 2025 04:46:04 PM	0:02:12		Internal
597058614696			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Mar, 2025 07:26:25 PM	24 Mar, 2025 07:29:12 PM	19 Mar, 2025 04:46:04 PM	0:02:12		Internal
597058614696			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Mar, 2025 07:26:25 PM	24 Mar, 2025 07:29:12 PM	19 Mar, 2025 04:46:04 PM	0:02:12		Internal
597058614696			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		24 Mar, 2025 07:26:25 PM	24 Mar, 2025 07:29:12 PM	19 Mar, 2025 04:46:04 PM	0:02:12		Internal
597058614696			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Mar, 2025 07:26:25 PM	24 Mar, 2025 07:29:12 PM	19 Mar, 2025 04:46:04 PM	0:02:12		Internal
597058614696			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Mar, 2025 07:26:25 PM	24 Mar, 2025 07:29:12 PM	19 Mar, 2025 04:46:04 PM	0:02:12		Internal
597058614696			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Mar, 2025 07:26:25 PM	24 Mar, 2025 07:29:12 PM	19 Mar, 2025 04:46:04 PM	0:02:12		Internal
597057789214			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Mar, 2025 03:31:22 PM	24 Mar, 2025 07:29:46 PM	12 Mar, 2025 08:53:07 PM	0:04:24		Internal
597057789214			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Mar, 2025 03:31:22 PM	24 Mar, 2025 07:29:46 PM	12 Mar, 2025 08:53:07 PM	0:04:24		Internal
597057789214			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Mar, 2025 03:31:22 PM	24 Mar, 2025 07:29:46 PM	12 Mar, 2025 08:53:07 PM	0:04:24		Internal
597057789214			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Mar, 2025 03:31:22 PM	24 Mar, 2025 07:29:46 PM	12 Mar, 2025 08:53:07 PM	0:04:24		Internal
597057789214			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Mar, 2025 03:31:22 PM	24 Mar, 2025 07:29:46 PM	12 Mar, 2025 08:53:07 PM	0:04:24		Internal
597057789214			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Mar, 2025 03:31:22 PM	24 Mar, 2025 07:29:46 PM	12 Mar, 2025 08:53:07 PM	0:04:24		Internal
597057789214			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Mar, 2025 03:31:22 PM	24 Mar, 2025 07:29:46 PM	12 Mar, 2025 08:53:07 PM	0:04:24		Internal
597057789214			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Mar, 2025 03:31:22 PM	24 Mar, 2025 07:29:46 PM	12 Mar, 2025 08:53:07 PM	0:04:24		Internal
597057789214			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Mar, 2025 03:31:22 PM	24 Mar, 2025 07:29:46 PM	12 Mar, 2025 08:53:07 PM	0:04:24		Internal
597057789214			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Mar, 2025 03:31:22 PM	24 Mar, 2025 07:29:46 PM	12 Mar, 2025 08:53:07 PM	0:04:24		Internal
597057789214			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Mar, 2025 03:31:22 PM	24 Mar, 2025 07:29:46 PM	12 Mar, 2025 08:53:07 PM	0:04:24		Internal
597057789214			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Mar, 2025 03:31:22 PM	24 Mar, 2025 07:29:46 PM	12 Mar, 2025 08:53:07 PM	0:04:24		Internal
597057789214			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Mar, 2025 03:31:22 PM	24 Mar, 2025 07:29:46 PM	12 Mar, 2025 08:53:07 PM	0:04:24		Internal
597057789214			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Mar, 2025 03:31:22 PM	24 Mar, 2025 07:29:46 PM	12 Mar, 2025 08:53:07 PM	0:04:24		Internal
597057789214			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Mar, 2025 03:31:22 PM	24 Mar, 2025 07:29:46 PM	12 Mar, 2025 08:53:07 PM	0:04:24		Internal
597057789214			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Mar, 2025 03:31:22 PM	24 Mar, 2025 07:29:46 PM	12 Mar, 2025 08:53:07 PM	0:04:24		Internal
597057789214			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Mar, 2025 03:31:22 PM	24 Mar, 2025 07:29:46 PM	12 Mar, 2025 08:53:07 PM	0:04:24		Internal
597057789214			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 Mar, 2025 03:31:22 PM	24 Mar, 2025 07:29:46 PM	12 Mar, 2025 08:53:07 PM	0:04:24		Internal
597057789214			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Mar, 2025 03:31:22 PM	24 Mar, 2025 07:29:46 PM	12 Mar, 2025 08:53:07 PM	0:04:24		Internal
597057789214			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Mar, 2025 03:31:22 PM	24 Mar, 2025 07:29:46 PM	12 Mar, 2025 08:53:07 PM	0:04:24		Internal
597057789214			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Mar, 2025 03:31:22 PM	24 Mar, 2025 07:29:46 PM	12 Mar, 2025 08:53:07 PM	0:04:24		Internal
597057789214			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Mar, 2025 03:31:22 PM	24 Mar, 2025 07:29:46 PM	12 Mar, 2025 08:53:07 PM	0:04:24		Internal
597057789214			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		13 Mar, 2025 03:31:22 PM	24 Mar, 2025 07:29:46 PM	12 Mar, 2025 08:53:07 PM	0:04:24		Internal
597057789214			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Mar, 2025 03:31:22 PM	24 Mar, 2025 07:29:46 PM	12 Mar, 2025 08:53:07 PM	0:04:24		Internal
597057789214			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Mar, 2025 03:31:22 PM	24 Mar, 2025 07:29:46 PM	12 Mar, 2025 08:53:07 PM	0:04:24		Internal
597057789214			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Mar, 2025 03:31:22 PM	24 Mar, 2025 07:29:46 PM	12 Mar, 2025 08:53:07 PM	0:04:24		Internal
597059122580			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Mar, 2025 02:32:22 PM	24 Mar, 2025 07:31:47 PM	24 Mar, 2025 02:14:32 PM	0:07:51		Internal
597059122580			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Mar, 2025 02:32:22 PM	24 Mar, 2025 07:31:47 PM	24 Mar, 2025 02:14:32 PM	0:07:51		Internal
597059122580			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Mar, 2025 02:32:22 PM	24 Mar, 2025 07:31:47 PM	24 Mar, 2025 02:14:32 PM	0:07:51		Internal
597059122580			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Mar, 2025 02:32:22 PM	24 Mar, 2025 07:31:47 PM	24 Mar, 2025 02:14:32 PM	0:07:51		Internal
597059122580			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Mar, 2025 02:32:22 PM	24 Mar, 2025 07:31:47 PM	24 Mar, 2025 02:14:32 PM	0:07:51		Internal
597059122580			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Mar, 2025 02:32:22 PM	24 Mar, 2025 07:31:47 PM	24 Mar, 2025 02:14:32 PM	0:07:51		Internal
597059122580			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Mar, 2025 02:32:22 PM	24 Mar, 2025 07:31:47 PM	24 Mar, 2025 02:14:32 PM	0:07:51		Internal
597059122580			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Mar, 2025 02:32:22 PM	24 Mar, 2025 07:31:47 PM	24 Mar, 2025 02:14:32 PM	0:07:51		Internal
597059122580			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Mar, 2025 02:32:22 PM	24 Mar, 2025 07:31:47 PM	24 Mar, 2025 02:14:32 PM	0:07:51		Internal
597059122580			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Mar, 2025 02:32:22 PM	24 Mar, 2025 07:31:47 PM	24 Mar, 2025 02:14:32 PM	0:07:51		Internal
597059122580			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Mar, 2025 02:32:22 PM	24 Mar, 2025 07:31:47 PM	24 Mar, 2025 02:14:32 PM	0:07:51		Internal
597059122580			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Mar, 2025 02:32:22 PM	24 Mar, 2025 07:31:47 PM	24 Mar, 2025 02:14:32 PM	0:07:51		Internal
597059122580			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Mar, 2025 02:32:22 PM	24 Mar, 2025 07:31:47 PM	24 Mar, 2025 02:14:32 PM	0:07:51		Internal
597059122580			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Mar, 2025 02:32:22 PM	24 Mar, 2025 07:31:47 PM	24 Mar, 2025 02:14:32 PM	0:07:51		Internal
597059122580			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Mar, 2025 02:32:22 PM	24 Mar, 2025 07:31:47 PM	24 Mar, 2025 02:14:32 PM	0:07:51		Internal
597059122580			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Mar, 2025 02:32:22 PM	24 Mar, 2025 07:31:47 PM	24 Mar, 2025 02:14:32 PM	0:07:51		Internal
597059122580			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Mar, 2025 02:32:22 PM	24 Mar, 2025 07:31:47 PM	24 Mar, 2025 02:14:32 PM	0:07:51		Internal
597059122580			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Mar, 2025 02:32:22 PM	24 Mar, 2025 07:31:47 PM	24 Mar, 2025 02:14:32 PM	0:07:51		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597059122580	[redacted]		CTE_Res_Payment	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	24 Mar, 2025 02:32:22 PM	24 Mar, 2025 07:31:47 PM	24 Mar, 2025 02:14:32 PM	0:07:51		Internal
597059122580			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Mar, 2025 02:32:22 PM	24 Mar, 2025 07:31:47 PM	24 Mar, 2025 02:14:32 PM	0:07:51		Internal
597059122580			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Mar, 2025 02:32:22 PM	24 Mar, 2025 07:31:47 PM	24 Mar, 2025 02:14:32 PM	0:07:51		Internal
597059122580			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Mar, 2025 02:32:22 PM	24 Mar, 2025 07:31:47 PM	24 Mar, 2025 02:14:32 PM	0:07:51		Internal
597059122580			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		24 Mar, 2025 02:32:22 PM	24 Mar, 2025 07:31:47 PM	24 Mar, 2025 02:14:32 PM	0:07:51		Internal
597059122580			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Mar, 2025 02:32:22 PM	24 Mar, 2025 07:31:47 PM	24 Mar, 2025 02:14:32 PM	0:07:51		Internal
597059122580			CTE_Res_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Mar, 2025 02:32:22 PM	24 Mar, 2025 07:31:47 PM	24 Mar, 2025 02:14:32 PM	0:07:51		Internal
597059122580			CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Mar, 2025 02:32:22 PM	24 Mar, 2025 07:31:47 PM	24 Mar, 2025 02:14:32 PM	0:07:51		Internal
596116490377			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Mar, 2025 03:01:03 PM	24 Mar, 2025 07:38:34 PM	11 Mar, 2025 01:11:11 PM	0:02:07		Internal
596116490377			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Mar, 2025 03:01:03 PM	24 Mar, 2025 07:38:34 PM	11 Mar, 2025 01:11:11 PM	0:02:07		Internal
596116490377			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Mar, 2025 03:01:03 PM	24 Mar, 2025 07:38:34 PM	11 Mar, 2025 01:11:11 PM	0:02:07		Internal
596116490377			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Mar, 2025 03:01:03 PM	24 Mar, 2025 07:38:34 PM	11 Mar, 2025 01:11:11 PM	0:02:07		Internal
596116490377			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Mar, 2025 03:01:03 PM	24 Mar, 2025 07:38:34 PM	11 Mar, 2025 01:11:11 PM	0:02:07		Internal
596116490377			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Mar, 2025 03:01:03 PM	24 Mar, 2025 07:38:34 PM	11 Mar, 2025 01:11:11 PM	0:02:07		Internal
596116490377			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Mar, 2025 03:01:03 PM	24 Mar, 2025 07:38:34 PM	11 Mar, 2025 01:11:11 PM	0:02:07		Internal
596116490377			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Mar, 2025 03:01:03 PM	24 Mar, 2025 07:38:34 PM	11 Mar, 2025 01:11:11 PM	0:02:07		Internal
596116490377			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Mar, 2025 03:01:03 PM	24 Mar, 2025 07:38:34 PM	11 Mar, 2025 01:11:11 PM	0:02:07		Internal
596116490377			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Mar, 2025 03:01:03 PM	24 Mar, 2025 07:38:34 PM	11 Mar, 2025 01:11:11 PM	0:02:07		Internal
596116490377			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Mar, 2025 03:01:03 PM	24 Mar, 2025 07:38:34 PM	11 Mar, 2025 01:11:11 PM	0:02:07		Internal
596116490377			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Mar, 2025 03:01:03 PM	24 Mar, 2025 07:38:34 PM	11 Mar, 2025 01:11:11 PM	0:02:07		Internal
596116490377			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Mar, 2025 03:01:03 PM	24 Mar, 2025 07:38:34 PM	11 Mar, 2025 01:11:11 PM	0:02:07		Internal
596116490377			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Mar, 2025 03:01:03 PM	24 Mar, 2025 07:38:34 PM	11 Mar, 2025 01:11:11 PM	0:02:07		Internal
596116490377			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Mar, 2025 03:01:03 PM	24 Mar, 2025 07:38:34 PM	11 Mar, 2025 01:11:11 PM	0:02:07		Internal
596116490377			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Mar, 2025 03:01:03 PM	24 Mar, 2025 07:38:34 PM	11 Mar, 2025 01:11:11 PM	0:02:07		Internal
596116490377			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Mar, 2025 03:01:03 PM	24 Mar, 2025 07:38:34 PM	11 Mar, 2025 01:11:11 PM	0:02:07		Internal
596116490377			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Mar, 2025 03:01:03 PM	24 Mar, 2025 07:38:34 PM	11 Mar, 2025 01:11:11 PM	0:02:07		Internal
596116490377			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Mar, 2025 03:01:03 PM	24 Mar, 2025 07:38:34 PM	11 Mar, 2025 01:11:11 PM	0:02:07		Internal
596116490377			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Mar, 2025 03:01:03 PM	24 Mar, 2025 07:38:34 PM	11 Mar, 2025 01:11:11 PM	0:02:07		Internal
596116490377			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Mar, 2025 03:01:03 PM	24 Mar, 2025 07:38:34 PM	11 Mar, 2025 01:11:11 PM	0:02:07		Internal
596116490377			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Mar, 2025 03:01:03 PM	24 Mar, 2025 07:38:34 PM	11 Mar, 2025 01:11:11 PM	0:02:07		Internal
596116490377			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		11 Mar, 2025 03:01:03 PM	24 Mar, 2025 07:38:34 PM	11 Mar, 2025 01:11:11 PM	0:02:07		Internal
596116490377			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Mar, 2025 03:01:03 PM	24 Mar, 2025 07:38:34 PM	11 Mar, 2025 01:11:11 PM	0:02:07		Internal
596116490377			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Mar, 2025 03:01:03 PM	24 Mar, 2025 07:38:34 PM	11 Mar, 2025 01:11:11 PM	0:02:07		Internal
596116490377			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Mar, 2025 03:01:03 PM	24 Mar, 2025 07:38:34 PM	11 Mar, 2025 01:11:11 PM	0:02:07		Internal
597059114958			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Mar, 2025 02:32:20 PM	24 Mar, 2025 07:53:37 PM	24 Mar, 2025 01:48:39 PM	0:03:28		Internal
597059114958			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Mar, 2025 02:32:20 PM	24 Mar, 2025 07:53:37 PM	24 Mar, 2025 01:48:39 PM	0:03:28		Internal
597059114958			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Mar, 2025 02:32:20 PM	24 Mar, 2025 07:53:37 PM	24 Mar, 2025 01:48:39 PM	0:03:28		Internal
597059114958			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Mar, 2025 02:32:20 PM	24 Mar, 2025 07:53:37 PM	24 Mar, 2025 01:48:39 PM	0:03:28		Internal
597059114958			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Mar, 2025 02:32:20 PM	24 Mar, 2025 07:53:37 PM	24 Mar, 2025 01:48:39 PM	0:03:28		Internal
597059114958			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Mar, 2025 02:32:20 PM	24 Mar, 2025 07:53:37 PM	24 Mar, 2025 01:48:39 PM	0:03:28		Internal
597059114958			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Mar, 2025 02:32:20 PM	24 Mar, 2025 07:53:37 PM	24 Mar, 2025 01:48:39 PM	0:03:28		Internal
597059114958			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Mar, 2025 02:32:20 PM	24 Mar, 2025 07:53:37 PM	24 Mar, 2025 01:48:39 PM	0:03:28		Internal
597059114958			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Mar, 2025 02:32:20 PM	24 Mar, 2025 07:53:37 PM	24 Mar, 2025 01:48:39 PM	0:03:28		Internal
597059114958			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Mar, 2025 02:32:20 PM	24 Mar, 2025 07:53:37 PM	24 Mar, 2025 01:48:39 PM	0:03:28		Internal
597059114958			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Mar, 2025 02:32:20 PM	24 Mar, 2025 07:53:37 PM	24 Mar, 2025 01:48:39 PM	0:03:28		Internal
597059114958			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Mar, 2025 02:32:20 PM	24 Mar, 2025 07:53:37 PM	24 Mar, 2025 01:48:39 PM	0:03:28		Internal
597059114958			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Mar, 2025 02:32:20 PM	24 Mar, 2025 07:53:37 PM	24 Mar, 2025 01:48:39 PM	0:03:28		Internal
597059114958			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Mar, 2025 02:32:20 PM	24 Mar, 2025 07:53:37 PM	24 Mar, 2025 01:48:39 PM	0:03:28		Internal
597059114958			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Mar, 2025 02:32:20 PM	24 Mar, 2025 07:53:37 PM	24 Mar, 2025 01:48:39 PM	0:03:28		Internal
597059114958			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Mar, 2025 02:32:20 PM	24 Mar, 2025 07:53:37 PM	24 Mar, 2025 01:48:39 PM	0:03:28		Internal
597059114958			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Mar, 2025 02:32:20 PM	24 Mar, 2025 07:53:37 PM	24 Mar, 2025 01:48:39 PM	0:03:28		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597059114958	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	[redacted]	24 Mar, 2025 02:32:20 PM	24 Mar, 2025 07:53:37 PM	24 Mar, 2025 01:48:39 PM	0:03:28		Internal
597059114958			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Mar, 2025 02:32:20 PM	24 Mar, 2025 07:53:37 PM	24 Mar, 2025 01:48:39 PM	0:03:28		Internal
597059114958			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Mar, 2025 02:32:20 PM	24 Mar, 2025 07:53:37 PM	24 Mar, 2025 01:48:39 PM	0:03:28		Internal
597059114958			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Mar, 2025 02:32:20 PM	24 Mar, 2025 07:53:37 PM	24 Mar, 2025 01:48:39 PM	0:03:28		Internal
597059114958			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Mar, 2025 02:32:20 PM	24 Mar, 2025 07:53:37 PM	24 Mar, 2025 01:48:39 PM	0:03:28		Internal
597059114958			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		24 Mar, 2025 02:32:20 PM	24 Mar, 2025 07:53:37 PM	24 Mar, 2025 01:48:39 PM	0:03:28		Internal
597059114958			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Mar, 2025 02:32:20 PM	24 Mar, 2025 07:53:37 PM	24 Mar, 2025 01:48:39 PM	0:03:28		Internal
597059114958			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Mar, 2025 02:32:20 PM	24 Mar, 2025 07:53:37 PM	24 Mar, 2025 01:48:39 PM	0:03:28		Internal
597059114958			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Mar, 2025 02:32:20 PM	24 Mar, 2025 07:53:37 PM	24 Mar, 2025 01:48:39 PM	0:03:28		Internal
597058530762			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Mar, 2025 10:01:32 AM	24 Mar, 2025 08:51:31 PM	18 Mar, 2025 10:07:39 PM	0:02:54		Internal
597058530762			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Mar, 2025 10:01:32 AM	24 Mar, 2025 08:51:31 PM	18 Mar, 2025 10:07:39 PM	0:02:54		Internal
597058530762			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Mar, 2025 10:01:32 AM	24 Mar, 2025 08:51:31 PM	18 Mar, 2025 10:07:39 PM	0:02:54		Internal
597058530762			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Mar, 2025 10:01:32 AM	24 Mar, 2025 08:51:31 PM	18 Mar, 2025 10:07:39 PM	0:02:54		Internal
597058530762			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Mar, 2025 10:01:32 AM	24 Mar, 2025 08:51:31 PM	18 Mar, 2025 10:07:39 PM	0:02:54		Internal
597058530762			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Mar, 2025 10:01:32 AM	24 Mar, 2025 08:51:31 PM	18 Mar, 2025 10:07:39 PM	0:02:54		Internal
597058530762			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Mar, 2025 10:01:32 AM	24 Mar, 2025 08:51:31 PM	18 Mar, 2025 10:07:39 PM	0:02:54		Internal
597058530762			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Mar, 2025 10:01:32 AM	24 Mar, 2025 08:51:31 PM	18 Mar, 2025 10:07:39 PM	0:02:54		Internal
597058530762			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Mar, 2025 10:01:32 AM	24 Mar, 2025 08:51:31 PM	18 Mar, 2025 10:07:39 PM	0:02:54		Internal
597058530762			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Mar, 2025 10:01:32 AM	24 Mar, 2025 08:51:31 PM	18 Mar, 2025 10:07:39 PM	0:02:54		Internal
597058530762			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Mar, 2025 10:01:32 AM	24 Mar, 2025 08:51:31 PM	18 Mar, 2025 10:07:39 PM	0:02:54		Internal
597058530762			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Mar, 2025 10:01:32 AM	24 Mar, 2025 08:51:31 PM	18 Mar, 2025 10:07:39 PM	0:02:54		Internal
597058530762			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Mar, 2025 10:01:32 AM	24 Mar, 2025 08:51:31 PM	18 Mar, 2025 10:07:39 PM	0:02:54		Internal
597058530762			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Mar, 2025 10:01:32 AM	24 Mar, 2025 08:51:31 PM	18 Mar, 2025 10:07:39 PM	0:02:54		Internal
597058530762			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Mar, 2025 10:01:32 AM	24 Mar, 2025 08:51:31 PM	18 Mar, 2025 10:07:39 PM	0:02:54		Internal
597058530762			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Mar, 2025 10:01:32 AM	24 Mar, 2025 08:51:31 PM	18 Mar, 2025 10:07:39 PM	0:02:54		Internal
597058530762			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Mar, 2025 10:01:32 AM	24 Mar, 2025 08:51:31 PM	18 Mar, 2025 10:07:39 PM	0:02:54		Internal
597058530762			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Mar, 2025 10:01:32 AM	24 Mar, 2025 08:51:31 PM	18 Mar, 2025 10:07:39 PM	0:02:54		Internal
597058530762			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Mar, 2025 10:01:32 AM	24 Mar, 2025 08:51:31 PM	18 Mar, 2025 10:07:39 PM	0:02:54		Internal
597058530762			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Mar, 2025 10:01:32 AM	24 Mar, 2025 08:51:31 PM	18 Mar, 2025 10:07:39 PM	0:02:54		Internal
597058530762			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Mar, 2025 10:01:32 AM	24 Mar, 2025 08:51:31 PM	18 Mar, 2025 10:07:39 PM	0:02:54		Internal
597058530762			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Mar, 2025 10:01:32 AM	24 Mar, 2025 08:51:31 PM	18 Mar, 2025 10:07:39 PM	0:02:54		Internal
597058530762			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		19 Mar, 2025 10:01:32 AM	24 Mar, 2025 08:51:31 PM	18 Mar, 2025 10:07:39 PM	0:02:54		Internal
597058530762			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Mar, 2025 10:01:32 AM	24 Mar, 2025 08:51:31 PM	18 Mar, 2025 10:07:39 PM	0:02:54		Internal
597058530762			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Mar, 2025 10:01:32 AM	24 Mar, 2025 08:51:31 PM	18 Mar, 2025 10:07:39 PM	0:02:54		Internal
597058530762			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Mar, 2025 10:01:32 AM	24 Mar, 2025 08:51:31 PM	18 Mar, 2025 10:07:39 PM	0:02:54		Internal
596115235882			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Mar, 2025 08:00:56 PM	24 Mar, 2025 09:14:20 PM	03 Mar, 2025 03:56:35 PM	0:02:07		Internal
596115235882			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Mar, 2025 08:00:56 PM	24 Mar, 2025 09:14:20 PM	03 Mar, 2025 03:56:35 PM	0:02:07		Internal
596115235882			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Mar, 2025 08:00:56 PM	24 Mar, 2025 09:14:20 PM	03 Mar, 2025 03:56:35 PM	0:02:07		Internal
596115235882			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Mar, 2025 08:00:56 PM	24 Mar, 2025 09:14:20 PM	03 Mar, 2025 03:56:35 PM	0:02:07		Internal
596115235882			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Mar, 2025 08:00:56 PM	24 Mar, 2025 09:14:20 PM	03 Mar, 2025 03:56:35 PM	0:02:07		Internal
596115235882			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Mar, 2025 08:00:56 PM	24 Mar, 2025 09:14:20 PM	03 Mar, 2025 03:56:35 PM	0:02:07		Internal
596115235882			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Mar, 2025 08:00:56 PM	24 Mar, 2025 09:14:20 PM	03 Mar, 2025 03:56:35 PM	0:02:07		Internal
596115235882			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Mar, 2025 08:00:56 PM	24 Mar, 2025 09:14:20 PM	03 Mar, 2025 03:56:35 PM	0:02:07		Internal
596115235882			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Mar, 2025 08:00:56 PM	24 Mar, 2025 09:14:20 PM	03 Mar, 2025 03:56:35 PM	0:02:07		Internal
596115235882			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Mar, 2025 08:00:56 PM	24 Mar, 2025 09:14:20 PM	03 Mar, 2025 03:56:35 PM	0:02:07		Internal
596115235882			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Mar, 2025 08:00:56 PM	24 Mar, 2025 09:14:20 PM	03 Mar, 2025 03:56:35 PM	0:02:07		Internal
596115235882			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Mar, 2025 08:00:56 PM	24 Mar, 2025 09:14:20 PM	03 Mar, 2025 03:56:35 PM	0:02:07		Internal
596115235882			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Mar, 2025 08:00:56 PM	24 Mar, 2025 09:14:20 PM	03 Mar, 2025 03:56:35 PM	0:02:07		Internal
596115235882			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Mar, 2025 08:00:56 PM	24 Mar, 2025 09:14:20 PM	03 Mar, 2025 03:56:35 PM	0:02:07		Internal
596115235882			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Mar, 2025 08:00:56 PM	24 Mar, 2025 09:14:20 PM	03 Mar, 2025 03:56:35 PM	0:02:07		Internal
596115235882			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Mar, 2025 08:00:56 PM	24 Mar, 2025 09:14:20 PM	03 Mar, 2025 03:56:35 PM	0:02:07		Internal
596115235882			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Mar, 2025 08:00:56 PM	24 Mar, 2025 09:14:20 PM	03 Mar, 2025 03:56:35 PM	0:02:07		Internal
596115235882			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Mar, 2025 08:00:56 PM	24 Mar, 2025 09:14:20 PM	03 Mar, 2025 03:56:35 PM	0:02:07		Internal
596115235882			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Mar, 2025 08:00:56 PM	24 Mar, 2025 09:14:20 PM	03 Mar, 2025 03:56:35 PM	0:02:07		Internal
596115235882			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Mar, 2025 08:00:56 PM	24 Mar, 2025 09:14:20 PM	03 Mar, 2025 03:56:35 PM	0:02:07		Internal
596115235882			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Mar, 2025 08:00:56 PM	24 Mar, 2025 09:14:20 PM	03 Mar, 2025 03:56:35 PM	0:02:07		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596115235882	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	[redacted]	03 Mar, 2025 08:00:56 PM	24 Mar, 2025 09:14:20 PM	03 Mar, 2025 03:56:35 PM	0:02:07		Internal
596115235882			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Mar, 2025 08:00:56 PM	24 Mar, 2025 09:14:20 PM	03 Mar, 2025 03:56:35 PM	0:02:07		Internal
596115235882			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Mar, 2025 08:00:56 PM	24 Mar, 2025 09:14:20 PM	03 Mar, 2025 03:56:35 PM	0:02:07		Internal
596115235882			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Mar, 2025 08:00:56 PM	24 Mar, 2025 09:14:20 PM	03 Mar, 2025 03:56:35 PM	0:02:07		Internal
596115235882			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Mar, 2025 08:00:56 PM	24 Mar, 2025 09:14:20 PM	03 Mar, 2025 03:56:35 PM	0:02:07		Internal
596115394528			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Mar, 2025 12:30:49 PM	24 Mar, 2025 09:23:34 PM	03 Mar, 2025 10:47:17 PM	0:05:12		Internal
596115394528			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Mar, 2025 12:30:49 PM	24 Mar, 2025 09:23:34 PM	03 Mar, 2025 10:47:17 PM	0:05:12		Internal
596115394528			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Mar, 2025 12:30:49 PM	24 Mar, 2025 09:23:34 PM	03 Mar, 2025 10:47:17 PM	0:05:12		Internal
596115394528			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Mar, 2025 12:30:49 PM	24 Mar, 2025 09:23:34 PM	03 Mar, 2025 10:47:17 PM	0:05:12		Internal
596115394528			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Mar, 2025 12:30:49 PM	24 Mar, 2025 09:23:34 PM	03 Mar, 2025 10:47:17 PM	0:05:12		Internal
596115394528			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Mar, 2025 12:30:49 PM	24 Mar, 2025 09:23:34 PM	03 Mar, 2025 10:47:17 PM	0:05:12		Internal
596115394528			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Mar, 2025 12:30:49 PM	24 Mar, 2025 09:23:34 PM	03 Mar, 2025 10:47:17 PM	0:05:12		Internal
596115394528			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Mar, 2025 12:30:49 PM	24 Mar, 2025 09:23:34 PM	03 Mar, 2025 10:47:17 PM	0:05:12		Internal
596115394528			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Mar, 2025 12:30:49 PM	24 Mar, 2025 09:23:34 PM	03 Mar, 2025 10:47:17 PM	0:05:12		Internal
596115394528			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Mar, 2025 12:30:49 PM	24 Mar, 2025 09:23:34 PM	03 Mar, 2025 10:47:17 PM	0:05:12		Internal
596115394528			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Mar, 2025 12:30:49 PM	24 Mar, 2025 09:23:34 PM	03 Mar, 2025 10:47:17 PM	0:05:12		Internal
596115394528			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Mar, 2025 12:30:49 PM	24 Mar, 2025 09:23:34 PM	03 Mar, 2025 10:47:17 PM	0:05:12		Internal
596115394528			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Mar, 2025 12:30:49 PM	24 Mar, 2025 09:23:34 PM	03 Mar, 2025 10:47:17 PM	0:05:12		Internal
596115394528			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Mar, 2025 12:30:49 PM	24 Mar, 2025 09:23:34 PM	03 Mar, 2025 10:47:17 PM	0:05:12		Internal
596115394528			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Mar, 2025 12:30:49 PM	24 Mar, 2025 09:23:34 PM	03 Mar, 2025 10:47:17 PM	0:05:12		Internal
596115394528			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Mar, 2025 12:30:49 PM	24 Mar, 2025 09:23:34 PM	03 Mar, 2025 10:47:17 PM	0:05:12		Internal
596115394528			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Mar, 2025 12:30:49 PM	24 Mar, 2025 09:23:34 PM	03 Mar, 2025 10:47:17 PM	0:05:12		Internal
596115394528			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Mar, 2025 12:30:49 PM	24 Mar, 2025 09:23:34 PM	03 Mar, 2025 10:47:17 PM	0:05:12		Internal
596115394528			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Mar, 2025 12:30:49 PM	24 Mar, 2025 09:23:34 PM	03 Mar, 2025 10:47:17 PM	0:05:12		Internal
596115394528			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Mar, 2025 12:30:49 PM	24 Mar, 2025 09:23:34 PM	03 Mar, 2025 10:47:17 PM	0:05:12		Internal
596115394528			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Mar, 2025 12:30:49 PM	24 Mar, 2025 09:23:34 PM	03 Mar, 2025 10:47:17 PM	0:05:12		Internal
596115394528			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Mar, 2025 12:30:49 PM	24 Mar, 2025 09:23:34 PM	03 Mar, 2025 10:47:17 PM	0:05:12		Internal
596115394528			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		04 Mar, 2025 12:30:49 PM	24 Mar, 2025 09:23:34 PM	03 Mar, 2025 10:47:17 PM	0:05:12		Internal
596115394528			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Mar, 2025 12:30:49 PM	24 Mar, 2025 09:23:34 PM	03 Mar, 2025 10:47:17 PM	0:05:12		Internal
596115394528			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Mar, 2025 12:30:49 PM	24 Mar, 2025 09:23:34 PM	03 Mar, 2025 10:47:17 PM	0:05:12		Internal
596115394528			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Mar, 2025 12:30:49 PM	24 Mar, 2025 09:23:34 PM	03 Mar, 2025 10:47:17 PM	0:05:12		Internal
596115457555			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Mar, 2025 03:00:24 AM	24 Mar, 2025 09:34:22 PM	04 Mar, 2025 03:29:32 PM	0:03:47		Internal
596115457555			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Mar, 2025 03:00:24 AM	24 Mar, 2025 09:34:22 PM	04 Mar, 2025 03:29:32 PM	0:03:47		Internal
596115457555			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Mar, 2025 03:00:24 AM	24 Mar, 2025 09:34:22 PM	04 Mar, 2025 03:29:32 PM	0:03:47		Internal
596115457555			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Mar, 2025 03:00:24 AM	24 Mar, 2025 09:34:22 PM	04 Mar, 2025 03:29:32 PM	0:03:47		Internal
596115457555			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Mar, 2025 03:00:24 AM	24 Mar, 2025 09:34:22 PM	04 Mar, 2025 03:29:32 PM	0:03:47		Internal
596115457555			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 Mar, 2025 03:00:24 AM	24 Mar, 2025 09:34:22 PM	04 Mar, 2025 03:29:32 PM	0:03:47		Internal
596115457555			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 Mar, 2025 03:00:24 AM	24 Mar, 2025 09:34:22 PM	04 Mar, 2025 03:29:32 PM	0:03:47		Internal
596115457555			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Mar, 2025 03:00:24 AM	24 Mar, 2025 09:34:22 PM	04 Mar, 2025 03:29:32 PM	0:03:47		Internal
596115457555			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Mar, 2025 03:00:24 AM	24 Mar, 2025 09:34:22 PM	04 Mar, 2025 03:29:32 PM	0:03:47		Internal
596115457555			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 Mar, 2025 03:00:24 AM	24 Mar, 2025 09:34:22 PM	04 Mar, 2025 03:29:32 PM	0:03:47		Internal
596115457555			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 Mar, 2025 03:00:24 AM	24 Mar, 2025 09:34:22 PM	04 Mar, 2025 03:29:32 PM	0:03:47		Internal
596115457555			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Mar, 2025 03:00:24 AM	24 Mar, 2025 09:34:22 PM	04 Mar, 2025 03:29:32 PM	0:03:47		Internal
596115457555			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Mar, 2025 03:00:24 AM	24 Mar, 2025 09:34:22 PM	04 Mar, 2025 03:29:32 PM	0:03:47		Internal
596115457555			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 Mar, 2025 03:00:24 AM	24 Mar, 2025 09:34:22 PM	04 Mar, 2025 03:29:32 PM	0:03:47		Internal
596115457555			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 Mar, 2025 03:00:24 AM	24 Mar, 2025 09:34:22 PM	04 Mar, 2025 03:29:32 PM	0:03:47		Internal
596115457555			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Mar, 2025 03:00:24 AM	24 Mar, 2025 09:34:22 PM	04 Mar, 2025 03:29:32 PM	0:03:47		Internal
596115457555			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Mar, 2025 03:00:24 AM	24 Mar, 2025 09:34:22 PM	04 Mar, 2025 03:29:32 PM	0:03:47		Internal
596115457555			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 Mar, 2025 03:00:24 AM	24 Mar, 2025 09:34:22 PM	04 Mar, 2025 03:29:32 PM	0:03:47		Internal
596115457555			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Mar, 2025 03:00:24 AM	24 Mar, 2025 09:34:22 PM	04 Mar, 2025 03:29:32 PM	0:03:47		Internal
596115457555			CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Mar, 2025 03:00:24 AM	24 Mar, 2025 09:34:22 PM	04 Mar, 2025 03:29:32 PM	0:03:47		Internal
596115457555			CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Mar, 2025 03:00:24 AM	24 Mar, 2025 09:34:22 PM	04 Mar, 2025 03:29:32 PM	0:03:47		Internal
596115457555			CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Mar, 2025 03:00:24 AM	24 Mar, 2025 09:34:22 PM	04 Mar, 2025 03:29:32 PM	0:03:47		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596115457555	[redacted]	[redacted]	CTE_Bus_Billing	[redacted]	Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	[redacted]	05 Mar, 2025 03:00:24 AM	24 Mar, 2025 09:34:22 PM	04 Mar, 2025 03:29:32 PM	0:03:47		Internal
596115457555			CTE_Bus_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Mar, 2025 03:00:24 AM	24 Mar, 2025 09:34:22 PM	04 Mar, 2025 03:29:32 PM	0:03:47		Internal
596115457555			CTE_Bus_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Mar, 2025 03:00:24 AM	24 Mar, 2025 09:34:22 PM	04 Mar, 2025 03:29:32 PM	0:03:47		Internal
596115457555			CTE_Bus_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Mar, 2025 03:00:24 AM	24 Mar, 2025 09:34:22 PM	04 Mar, 2025 03:29:32 PM	0:03:47		Internal
597058236689			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Mar, 2025 04:01:57 PM	25 Mar, 2025 12:33:18 AM	17 Mar, 2025 02:46:12 PM	0:07:05		Internal
597058236689			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Mar, 2025 04:01:57 PM	25 Mar, 2025 12:33:18 AM	17 Mar, 2025 02:46:12 PM	0:07:05		Internal
597058236689			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Mar, 2025 04:01:57 PM	25 Mar, 2025 12:33:18 AM	17 Mar, 2025 02:46:12 PM	0:07:05		Internal
597058236689			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Mar, 2025 04:01:57 PM	25 Mar, 2025 12:33:18 AM	17 Mar, 2025 02:46:12 PM	0:07:05		Internal
597058236689			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Mar, 2025 04:01:57 PM	25 Mar, 2025 12:33:18 AM	17 Mar, 2025 02:46:12 PM	0:07:05		Internal
597058236689			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Mar, 2025 04:01:57 PM	25 Mar, 2025 12:33:18 AM	17 Mar, 2025 02:46:12 PM	0:07:05		Internal
597058236689			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Mar, 2025 04:01:57 PM	25 Mar, 2025 12:33:18 AM	17 Mar, 2025 02:46:12 PM	0:07:05		Internal
597058236689			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Mar, 2025 04:01:57 PM	25 Mar, 2025 12:33:18 AM	17 Mar, 2025 02:46:12 PM	0:07:05		Internal
597058236689			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Mar, 2025 04:01:57 PM	25 Mar, 2025 12:33:18 AM	17 Mar, 2025 02:46:12 PM	0:07:05		Internal
597058236689			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Mar, 2025 04:01:57 PM	25 Mar, 2025 12:33:18 AM	17 Mar, 2025 02:46:12 PM	0:07:05		Internal
597058236689			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Mar, 2025 04:01:57 PM	25 Mar, 2025 12:33:18 AM	17 Mar, 2025 02:46:12 PM	0:07:05		Internal
597058236689			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Mar, 2025 04:01:57 PM	25 Mar, 2025 12:33:18 AM	17 Mar, 2025 02:46:12 PM	0:07:05		Internal
597058236689			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Mar, 2025 04:01:57 PM	25 Mar, 2025 12:33:18 AM	17 Mar, 2025 02:46:12 PM	0:07:05		Internal
597058236689			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Mar, 2025 04:01:57 PM	25 Mar, 2025 12:33:18 AM	17 Mar, 2025 02:46:12 PM	0:07:05		Internal
597058236689			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Mar, 2025 04:01:57 PM	25 Mar, 2025 12:33:18 AM	17 Mar, 2025 02:46:12 PM	0:07:05		Internal
597058236689			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Mar, 2025 04:01:57 PM	25 Mar, 2025 12:33:18 AM	17 Mar, 2025 02:46:12 PM	0:07:05		Internal
597058236689			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Mar, 2025 04:01:57 PM	25 Mar, 2025 12:33:18 AM	17 Mar, 2025 02:46:12 PM	0:07:05		Internal
597058236689			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Mar, 2025 04:01:57 PM	25 Mar, 2025 12:33:18 AM	17 Mar, 2025 02:46:12 PM	0:07:05		Internal
597058236689			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Mar, 2025 04:01:57 PM	25 Mar, 2025 12:33:18 AM	17 Mar, 2025 02:46:12 PM	0:07:05		Internal
597058236689			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Mar, 2025 04:01:57 PM	25 Mar, 2025 12:33:18 AM	17 Mar, 2025 02:46:12 PM	0:07:05		Internal
597058236689			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Mar, 2025 04:01:57 PM	25 Mar, 2025 12:33:18 AM	17 Mar, 2025 02:46:12 PM	0:07:05		Internal
597058236689			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Mar, 2025 04:01:57 PM	25 Mar, 2025 12:33:18 AM	17 Mar, 2025 02:46:12 PM	0:07:05		Internal
597058236689			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		17 Mar, 2025 04:01:57 PM	25 Mar, 2025 12:33:18 AM	17 Mar, 2025 02:46:12 PM	0:07:05		Internal
597058236689			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Mar, 2025 04:01:57 PM	25 Mar, 2025 12:33:18 AM	17 Mar, 2025 02:46:12 PM	0:07:05		Internal
597058236689			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Mar, 2025 04:01:57 PM	25 Mar, 2025 12:33:18 AM	17 Mar, 2025 02:46:12 PM	0:07:05		Internal
597058236689			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Mar, 2025 04:01:57 PM	25 Mar, 2025 12:33:18 AM	17 Mar, 2025 02:46:12 PM	0:07:05		Internal
597058609025			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Mar, 2025 01:31:22 PM	25 Mar, 2025 12:40:09 AM	19 Mar, 2025 04:20:31 PM	0:08:18		Internal
597058609025			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Mar, 2025 01:31:22 PM	25 Mar, 2025 12:40:09 AM	19 Mar, 2025 04:20:31 PM	0:08:18		Internal
597058609025			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Mar, 2025 01:31:22 PM	25 Mar, 2025 12:40:09 AM	19 Mar, 2025 04:20:31 PM	0:08:18		Internal
597058609025			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Mar, 2025 01:31:22 PM	25 Mar, 2025 12:40:09 AM	19 Mar, 2025 04:20:31 PM	0:08:18		Internal
597058609025			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Mar, 2025 01:31:22 PM	25 Mar, 2025 12:40:09 AM	19 Mar, 2025 04:20:31 PM	0:08:18		Internal
597058609025			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Mar, 2025 01:31:22 PM	25 Mar, 2025 12:40:09 AM	19 Mar, 2025 04:20:31 PM	0:08:18		Internal
597058609025			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Mar, 2025 01:31:22 PM	25 Mar, 2025 12:40:09 AM	19 Mar, 2025 04:20:31 PM	0:08:18		Internal
597058609025			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Mar, 2025 01:31:22 PM	25 Mar, 2025 12:40:09 AM	19 Mar, 2025 04:20:31 PM	0:08:18		Internal
597058609025			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Mar, 2025 01:31:22 PM	25 Mar, 2025 12:40:09 AM	19 Mar, 2025 04:20:31 PM	0:08:18		Internal
597058609025			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Mar, 2025 01:31:22 PM	25 Mar, 2025 12:40:09 AM	19 Mar, 2025 04:20:31 PM	0:08:18		Internal
597058609025			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Mar, 2025 01:31:22 PM	25 Mar, 2025 12:40:09 AM	19 Mar, 2025 04:20:31 PM	0:08:18		Internal
597058609025			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Mar, 2025 01:31:22 PM	25 Mar, 2025 12:40:09 AM	19 Mar, 2025 04:20:31 PM	0:08:18		Internal
597058609025			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Mar, 2025 01:31:22 PM	25 Mar, 2025 12:40:09 AM	19 Mar, 2025 04:20:31 PM	0:08:18		Internal
597058609025			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Mar, 2025 01:31:22 PM	25 Mar, 2025 12:40:09 AM	19 Mar, 2025 04:20:31 PM	0:08:18		Internal
597058609025			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Mar, 2025 01:31:22 PM	25 Mar, 2025 12:40:09 AM	19 Mar, 2025 04:20:31 PM	0:08:18		Internal
597058609025			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Mar, 2025 01:31:22 PM	25 Mar, 2025 12:40:09 AM	19 Mar, 2025 04:20:31 PM	0:08:18		Internal
597058609025			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Mar, 2025 01:31:22 PM	25 Mar, 2025 12:40:09 AM	19 Mar, 2025 04:20:31 PM	0:08:18		Internal
597058609025			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Mar, 2025 01:31:22 PM	25 Mar, 2025 12:40:09 AM	19 Mar, 2025 04:20:31 PM	0:08:18		Internal
597058609025			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Mar, 2025 01:31:22 PM	25 Mar, 2025 12:40:09 AM	19 Mar, 2025 04:20:31 PM	0:08:18		Internal
597058609025			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Mar, 2025 01:31:22 PM	25 Mar, 2025 12:40:09 AM	19 Mar, 2025 04:20:31 PM	0:08:18		Internal
597058609025			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Mar, 2025 01:31:22 PM	25 Mar, 2025 12:40:09 AM	19 Mar, 2025 04:20:31 PM	0:08:18		Internal
597058609025			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Mar, 2025 01:31:22 PM	25 Mar, 2025 12:40:09 AM	19 Mar, 2025 04:20:31 PM	0:08:18		Internal
597058609025			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		21 Mar, 2025 01:31:22 PM	25 Mar, 2025 12:40:09 AM	19 Mar, 2025 04:20:31 PM	0:08:18		Internal
597058609025			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Mar, 2025 01:31:22 PM	25 Mar, 2025 12:40:09 AM	19 Mar, 2025 04:20:31 PM	0:08:18		Internal
597058609025			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Mar, 2025 01:31:22 PM	25 Mar, 2025 12:40:09 AM	19 Mar, 2025 04:20:31 PM	0:08:18		Internal
597058609025			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Mar, 2025 01:31:22 PM	25 Mar, 2025 12:40:09 AM	19 Mar, 2025 04:20:31 PM	0:08:18		Internal
597058304253			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Mar, 2025 10:01:35 AM	25 Mar, 2025 01:05:54 AM	17 Mar, 2025 06:34:10 PM	0:08:46		Internal
597058304253			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Mar, 2025 10:01:35 AM	25 Mar, 2025 01:05:54 AM	17 Mar, 2025 06:34:10 PM	0:08:46		Internal
597058304253			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Mar, 2025 10:01:35 AM	25 Mar, 2025 01:05:54 AM	17 Mar, 2025 06:34:10 PM	0:08:46		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597058304253	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	[redacted]	19 Mar, 2025 10:01:35 AM	25 Mar, 2025 01:05:54 AM	17 Mar, 2025 06:34:10 PM	0:08:46		Internal
597058304253			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Mar, 2025 10:01:35 AM	25 Mar, 2025 01:05:54 AM	17 Mar, 2025 06:34:10 PM	0:08:46		Internal
597058304253			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Mar, 2025 10:01:35 AM	25 Mar, 2025 01:05:54 AM	17 Mar, 2025 06:34:10 PM	0:08:46		Internal
597058304253			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Mar, 2025 10:01:35 AM	25 Mar, 2025 01:05:54 AM	17 Mar, 2025 06:34:10 PM	0:08:46		Internal
597058304253			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Mar, 2025 10:01:35 AM	25 Mar, 2025 01:05:54 AM	17 Mar, 2025 06:34:10 PM	0:08:46		Internal
597058304253			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Mar, 2025 10:01:35 AM	25 Mar, 2025 01:05:54 AM	17 Mar, 2025 06:34:10 PM	0:08:46		Internal
597058304253			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Mar, 2025 10:01:35 AM	25 Mar, 2025 01:05:54 AM	17 Mar, 2025 06:34:10 PM	0:08:46		Internal
597058304253			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Mar, 2025 10:01:35 AM	25 Mar, 2025 01:05:54 AM	17 Mar, 2025 06:34:10 PM	0:08:46		Internal
597058304253			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Mar, 2025 10:01:35 AM	25 Mar, 2025 01:05:54 AM	17 Mar, 2025 06:34:10 PM	0:08:46		Internal
597058304253			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Mar, 2025 10:01:35 AM	25 Mar, 2025 01:05:54 AM	17 Mar, 2025 06:34:10 PM	0:08:46		Internal
597058304253			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Mar, 2025 10:01:35 AM	25 Mar, 2025 01:05:54 AM	17 Mar, 2025 06:34:10 PM	0:08:46		Internal
597058304253			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Mar, 2025 10:01:35 AM	25 Mar, 2025 01:05:54 AM	17 Mar, 2025 06:34:10 PM	0:08:46		Internal
597058304253			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Mar, 2025 10:01:35 AM	25 Mar, 2025 01:05:54 AM	17 Mar, 2025 06:34:10 PM	0:08:46		Internal
597058304253			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Mar, 2025 10:01:35 AM	25 Mar, 2025 01:05:54 AM	17 Mar, 2025 06:34:10 PM	0:08:46		Internal
597058304253			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Mar, 2025 10:01:35 AM	25 Mar, 2025 01:05:54 AM	17 Mar, 2025 06:34:10 PM	0:08:46		Internal
597058304253			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Mar, 2025 10:01:35 AM	25 Mar, 2025 01:05:54 AM	17 Mar, 2025 06:34:10 PM	0:08:46		Internal
597058304253			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Mar, 2025 10:01:35 AM	25 Mar, 2025 01:05:54 AM	17 Mar, 2025 06:34:10 PM	0:08:46		Internal
597058304253			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Mar, 2025 10:01:35 AM	25 Mar, 2025 01:05:54 AM	17 Mar, 2025 06:34:10 PM	0:08:46		Internal
597058304253			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Mar, 2025 10:01:35 AM	25 Mar, 2025 01:05:54 AM	17 Mar, 2025 06:34:10 PM	0:08:46		Internal
597058304253			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		19 Mar, 2025 10:01:35 AM	25 Mar, 2025 01:05:54 AM	17 Mar, 2025 06:34:10 PM	0:08:46		Internal
597058304253			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Mar, 2025 10:01:35 AM	25 Mar, 2025 01:05:54 AM	17 Mar, 2025 06:34:10 PM	0:08:46		Internal
597058304253			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Mar, 2025 10:01:35 AM	25 Mar, 2025 01:05:54 AM	17 Mar, 2025 06:34:10 PM	0:08:46		Internal
597058304253			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Mar, 2025 10:01:35 AM	25 Mar, 2025 01:05:54 AM	17 Mar, 2025 06:34:10 PM	0:08:46		Internal
597058355363			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Mar, 2025 02:01:11 PM	25 Mar, 2025 01:13:08 AM	17 Mar, 2025 09:40:11 PM	0:02:30		Internal
597058355363			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Mar, 2025 02:01:11 PM	25 Mar, 2025 01:13:08 AM	17 Mar, 2025 09:40:11 PM	0:02:30		Internal
597058355363			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Mar, 2025 02:01:11 PM	25 Mar, 2025 01:13:08 AM	17 Mar, 2025 09:40:11 PM	0:02:30		Internal
597058355363			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Mar, 2025 02:01:11 PM	25 Mar, 2025 01:13:08 AM	17 Mar, 2025 09:40:11 PM	0:02:30		Internal
597058355363			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Mar, 2025 02:01:11 PM	25 Mar, 2025 01:13:08 AM	17 Mar, 2025 09:40:11 PM	0:02:30		Internal
597058355363			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Mar, 2025 02:01:11 PM	25 Mar, 2025 01:13:08 AM	17 Mar, 2025 09:40:11 PM	0:02:30		Internal
597058355363			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Mar, 2025 02:01:11 PM	25 Mar, 2025 01:13:08 AM	17 Mar, 2025 09:40:11 PM	0:02:30		Internal
597058355363			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Mar, 2025 02:01:11 PM	25 Mar, 2025 01:13:08 AM	17 Mar, 2025 09:40:11 PM	0:02:30		Internal
597058355363			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Mar, 2025 02:01:11 PM	25 Mar, 2025 01:13:08 AM	17 Mar, 2025 09:40:11 PM	0:02:30		Internal
597058355363			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Mar, 2025 02:01:11 PM	25 Mar, 2025 01:13:08 AM	17 Mar, 2025 09:40:11 PM	0:02:30		Internal
597058355363			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Mar, 2025 02:01:11 PM	25 Mar, 2025 01:13:08 AM	17 Mar, 2025 09:40:11 PM	0:02:30		Internal
597058355363			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Mar, 2025 02:01:11 PM	25 Mar, 2025 01:13:08 AM	17 Mar, 2025 09:40:11 PM	0:02:30		Internal
597058355363			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Mar, 2025 02:01:11 PM	25 Mar, 2025 01:13:08 AM	17 Mar, 2025 09:40:11 PM	0:02:30		Internal
597058355363			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Mar, 2025 02:01:11 PM	25 Mar, 2025 01:13:08 AM	17 Mar, 2025 09:40:11 PM	0:02:30		Internal
597058355363			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Mar, 2025 02:01:11 PM	25 Mar, 2025 01:13:08 AM	17 Mar, 2025 09:40:11 PM	0:02:30		Internal
597058355363			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Mar, 2025 02:01:11 PM	25 Mar, 2025 01:13:08 AM	17 Mar, 2025 09:40:11 PM	0:02:30		Internal
597058355363			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Mar, 2025 02:01:11 PM	25 Mar, 2025 01:13:08 AM	17 Mar, 2025 09:40:11 PM	0:02:30		Internal
597058355363			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Mar, 2025 02:01:11 PM	25 Mar, 2025 01:13:08 AM	17 Mar, 2025 09:40:11 PM	0:02:30		Internal
597058355363			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Mar, 2025 02:01:11 PM	25 Mar, 2025 01:13:08 AM	17 Mar, 2025 09:40:11 PM	0:02:30		Internal
597058355363			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Mar, 2025 02:01:11 PM	25 Mar, 2025 01:13:08 AM	17 Mar, 2025 09:40:11 PM	0:02:30		Internal
597058355363			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Mar, 2025 02:01:11 PM	25 Mar, 2025 01:13:08 AM	17 Mar, 2025 09:40:11 PM	0:02:30		Internal
597058355363			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Mar, 2025 02:01:11 PM	25 Mar, 2025 01:13:08 AM	17 Mar, 2025 09:40:11 PM	0:02:30		Internal
597058355363			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		18 Mar, 2025 02:01:11 PM	25 Mar, 2025 01:13:08 AM	17 Mar, 2025 09:40:11 PM	0:02:30		Internal
597058355363			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Mar, 2025 02:01:11 PM	25 Mar, 2025 01:13:08 AM	17 Mar, 2025 09:40:11 PM	0:02:30		Internal
597058355363			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Mar, 2025 02:01:11 PM	25 Mar, 2025 01:13:08 AM	17 Mar, 2025 09:40:11 PM	0:02:30		Internal
597058355363			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Mar, 2025 02:01:11 PM	25 Mar, 2025 01:13:08 AM	17 Mar, 2025 09:40:11 PM	0:02:30		Internal
597058764231			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Mar, 2025 06:31:33 PM	25 Mar, 2025 10:36:43 AM	20 Mar, 2025 03:57:47 PM	0:08:35		Internal
597058764231			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Mar, 2025 06:31:33 PM	25 Mar, 2025 10:36:43 AM	20 Mar, 2025 03:57:47 PM	0:08:35		Internal
597058764231			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Mar, 2025 06:31:33 PM	25 Mar, 2025 10:36:43 AM	20 Mar, 2025 03:57:47 PM	0:08:35		Internal
597058764231			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Mar, 2025 06:31:33 PM	25 Mar, 2025 10:36:43 AM	20 Mar, 2025 03:57:47 PM	0:08:35		Internal
597058764231			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Mar, 2025 06:31:33 PM	25 Mar, 2025 10:36:43 AM	20 Mar, 2025 03:57:47 PM	0:08:35		Internal
597058764231			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		20 Mar, 2025 06:31:33 PM	25 Mar, 2025 10:36:43 AM	20 Mar, 2025 03:57:47 PM	0:08:35		Internal
597058764231			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 Mar, 2025 06:31:33 PM	25 Mar, 2025 10:36:43 AM	20 Mar, 2025 03:57:47 PM	0:08:35		Internal
597058764231			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 Mar, 2025 06:31:33 PM	25 Mar, 2025 10:36:43 AM	20 Mar, 2025 03:57:47 PM	0:08:35		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597058764231	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	[redacted]	20 Mar, 2025 06:31:33 PM	25 Mar, 2025 10:36:43 AM	20 Mar, 2025 03:57:47 PM	0:08:35		Internal
597058764231			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		20 Mar, 2025 06:31:33 PM	25 Mar, 2025 10:36:43 AM	20 Mar, 2025 03:57:47 PM	0:08:35		Internal
597058764231			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		20 Mar, 2025 06:31:33 PM	25 Mar, 2025 10:36:43 AM	20 Mar, 2025 03:57:47 PM	0:08:35		Internal
597058764231			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Mar, 2025 06:31:33 PM	25 Mar, 2025 10:36:43 AM	20 Mar, 2025 03:57:47 PM	0:08:35		Internal
597058764231			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 Mar, 2025 06:31:33 PM	25 Mar, 2025 10:36:43 AM	20 Mar, 2025 03:57:47 PM	0:08:35		Internal
597058764231			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		20 Mar, 2025 06:31:33 PM	25 Mar, 2025 10:36:43 AM	20 Mar, 2025 03:57:47 PM	0:08:35		Internal
597058764231			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		20 Mar, 2025 06:31:33 PM	25 Mar, 2025 10:36:43 AM	20 Mar, 2025 03:57:47 PM	0:08:35		Internal
597058764231			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Mar, 2025 06:31:33 PM	25 Mar, 2025 10:36:43 AM	20 Mar, 2025 03:57:47 PM	0:08:35		Internal
597058764231			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 Mar, 2025 06:31:33 PM	25 Mar, 2025 10:36:43 AM	20 Mar, 2025 03:57:47 PM	0:08:35		Internal
597058764231			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		20 Mar, 2025 06:31:33 PM	25 Mar, 2025 10:36:43 AM	20 Mar, 2025 03:57:47 PM	0:08:35		Internal
597058764231			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		20 Mar, 2025 06:31:33 PM	25 Mar, 2025 10:36:43 AM	20 Mar, 2025 03:57:47 PM	0:08:35		Internal
597058764231			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Mar, 2025 06:31:33 PM	25 Mar, 2025 10:36:43 AM	20 Mar, 2025 03:57:47 PM	0:08:35		Internal
597058764231			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 Mar, 2025 06:31:33 PM	25 Mar, 2025 10:36:43 AM	20 Mar, 2025 03:57:47 PM	0:08:35		Internal
597058764231			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 Mar, 2025 06:31:33 PM	25 Mar, 2025 10:36:43 AM	20 Mar, 2025 03:57:47 PM	0:08:35		Internal
597058764231			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		20 Mar, 2025 06:31:33 PM	25 Mar, 2025 10:36:43 AM	20 Mar, 2025 03:57:47 PM	0:08:35		Internal
597058764231			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 Mar, 2025 06:31:33 PM	25 Mar, 2025 10:36:43 AM	20 Mar, 2025 03:57:47 PM	0:08:35		Internal
597058764231			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Mar, 2025 06:31:33 PM	25 Mar, 2025 10:36:43 AM	20 Mar, 2025 03:57:47 PM	0:08:35		Internal
597058764231			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Mar, 2025 06:31:33 PM	25 Mar, 2025 10:36:43 AM	20 Mar, 2025 03:57:47 PM	0:08:35		Internal
597057620955			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Mar, 2025 05:31:15 AM	25 Mar, 2025 11:03:04 AM	11 Mar, 2025 08:52:11 PM	0:04:05		Internal
597057620955			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Mar, 2025 05:31:15 AM	25 Mar, 2025 11:03:04 AM	11 Mar, 2025 08:52:11 PM	0:04:05		Internal
597057620955			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Mar, 2025 05:31:15 AM	25 Mar, 2025 11:03:04 AM	11 Mar, 2025 08:52:11 PM	0:04:05		Internal
597057620955			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Mar, 2025 05:31:15 AM	25 Mar, 2025 11:03:04 AM	11 Mar, 2025 08:52:11 PM	0:04:05		Internal
597057620955			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Mar, 2025 05:31:15 AM	25 Mar, 2025 11:03:04 AM	11 Mar, 2025 08:52:11 PM	0:04:05		Internal
597057620955			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Mar, 2025 05:31:15 AM	25 Mar, 2025 11:03:04 AM	11 Mar, 2025 08:52:11 PM	0:04:05		Internal
597057620955			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Mar, 2025 05:31:15 AM	25 Mar, 2025 11:03:04 AM	11 Mar, 2025 08:52:11 PM	0:04:05		Internal
597057620955			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Mar, 2025 05:31:15 AM	25 Mar, 2025 11:03:04 AM	11 Mar, 2025 08:52:11 PM	0:04:05		Internal
597057620955			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Mar, 2025 05:31:15 AM	25 Mar, 2025 11:03:04 AM	11 Mar, 2025 08:52:11 PM	0:04:05		Internal
597057620955			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Mar, 2025 05:31:15 AM	25 Mar, 2025 11:03:04 AM	11 Mar, 2025 08:52:11 PM	0:04:05		Internal
597057620955			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Mar, 2025 05:31:15 AM	25 Mar, 2025 11:03:04 AM	11 Mar, 2025 08:52:11 PM	0:04:05		Internal
597057620955			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Mar, 2025 05:31:15 AM	25 Mar, 2025 11:03:04 AM	11 Mar, 2025 08:52:11 PM	0:04:05		Internal
597057620955			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Mar, 2025 05:31:15 AM	25 Mar, 2025 11:03:04 AM	11 Mar, 2025 08:52:11 PM	0:04:05		Internal
597057620955			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Mar, 2025 05:31:15 AM	25 Mar, 2025 11:03:04 AM	11 Mar, 2025 08:52:11 PM	0:04:05		Internal
597057620955			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Mar, 2025 05:31:15 AM	25 Mar, 2025 11:03:04 AM	11 Mar, 2025 08:52:11 PM	0:04:05		Internal
597057620955			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Mar, 2025 05:31:15 AM	25 Mar, 2025 11:03:04 AM	11 Mar, 2025 08:52:11 PM	0:04:05		Internal
597057620955			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Mar, 2025 05:31:15 AM	25 Mar, 2025 11:03:04 AM	11 Mar, 2025 08:52:11 PM	0:04:05		Internal
597057620955			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Mar, 2025 05:31:15 AM	25 Mar, 2025 11:03:04 AM	11 Mar, 2025 08:52:11 PM	0:04:05		Internal
597057620955			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Mar, 2025 05:31:15 AM	25 Mar, 2025 11:03:04 AM	11 Mar, 2025 08:52:11 PM	0:04:05		Internal
597057620955			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Mar, 2025 05:31:15 AM	25 Mar, 2025 11:03:04 AM	11 Mar, 2025 08:52:11 PM	0:04:05		Internal
597057620955			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Mar, 2025 05:31:15 AM	25 Mar, 2025 11:03:04 AM	11 Mar, 2025 08:52:11 PM	0:04:05		Internal
597057620955			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Mar, 2025 05:31:15 AM	25 Mar, 2025 11:03:04 AM	11 Mar, 2025 08:52:11 PM	0:04:05		Internal
597057620955			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		12 Mar, 2025 05:31:15 AM	25 Mar, 2025 11:03:04 AM	11 Mar, 2025 08:52:11 PM	0:04:05		Internal
597057620955			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Mar, 2025 05:31:15 AM	25 Mar, 2025 11:03:04 AM	11 Mar, 2025 08:52:11 PM	0:04:05		Internal
597057620955			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Mar, 2025 05:31:15 AM	25 Mar, 2025 11:03:04 AM	11 Mar, 2025 08:52:11 PM	0:04:05		Internal
597057620955			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Mar, 2025 05:31:15 AM	25 Mar, 2025 11:03:04 AM	11 Mar, 2025 08:52:11 PM	0:04:05		Internal
597059028084			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Mar, 2025 11:39:16 AM	25 Mar, 2025 11:45:55 AM	21 Mar, 2025 11:28:59 PM	0:02:55		Internal
597059028084			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Mar, 2025 11:39:16 AM	25 Mar, 2025 11:45:55 AM	21 Mar, 2025 11:28:59 PM	0:02:55		Internal
597059028084			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Mar, 2025 11:39:16 AM	25 Mar, 2025 11:45:55 AM	21 Mar, 2025 11:28:59 PM	0:02:55		Internal
597059028084			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Mar, 2025 11:39:16 AM	25 Mar, 2025 11:45:55 AM	21 Mar, 2025 11:28:59 PM	0:02:55		Internal
597059028084			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Mar, 2025 11:39:16 AM	25 Mar, 2025 11:45:55 AM	21 Mar, 2025 11:28:59 PM	0:02:55		Internal
597059028084			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Mar, 2025 11:39:16 AM	25 Mar, 2025 11:45:55 AM	21 Mar, 2025 11:28:59 PM	0:02:55		Internal
597059028084			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Mar, 2025 11:39:16 AM	25 Mar, 2025 11:45:55 AM	21 Mar, 2025 11:28:59 PM	0:02:55		Internal
597059028084			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Mar, 2025 11:39:16 AM	25 Mar, 2025 11:45:55 AM	21 Mar, 2025 11:28:59 PM	0:02:55		Internal
597059028084			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Mar, 2025 11:39:16 AM	25 Mar, 2025 11:45:55 AM	21 Mar, 2025 11:28:59 PM	0:02:55		Internal
597059028084			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Mar, 2025 11:39:16 AM	25 Mar, 2025 11:45:55 AM	21 Mar, 2025 11:28:59 PM	0:02:55		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597059028084	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	25 Mar, 2025 11:39:16 AM	25 Mar, 2025 11:45:55 AM	21 Mar, 2025 11:28:59 PM	0:02:55		Internal
597059028084			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Mar, 2025 11:39:16 AM	25 Mar, 2025 11:45:55 AM	21 Mar, 2025 11:28:59 PM	0:02:55		Internal
597059028084			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Mar, 2025 11:39:16 AM	25 Mar, 2025 11:45:55 AM	21 Mar, 2025 11:28:59 PM	0:02:55		Internal
597059028084			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Mar, 2025 11:39:16 AM	25 Mar, 2025 11:45:55 AM	21 Mar, 2025 11:28:59 PM	0:02:55		Internal
597059028084			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Mar, 2025 11:39:16 AM	25 Mar, 2025 11:45:55 AM	21 Mar, 2025 11:28:59 PM	0:02:55		Internal
597059028084			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Mar, 2025 11:39:16 AM	25 Mar, 2025 11:45:55 AM	21 Mar, 2025 11:28:59 PM	0:02:55		Internal
597059028084			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Mar, 2025 11:39:16 AM	25 Mar, 2025 11:45:55 AM	21 Mar, 2025 11:28:59 PM	0:02:55		Internal
597059028084			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Mar, 2025 11:39:16 AM	25 Mar, 2025 11:45:55 AM	21 Mar, 2025 11:28:59 PM	0:02:55		Internal
597059028084			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Mar, 2025 11:39:16 AM	25 Mar, 2025 11:45:55 AM	21 Mar, 2025 11:28:59 PM	0:02:55		Internal
597059028084			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Mar, 2025 11:39:16 AM	25 Mar, 2025 11:45:55 AM	21 Mar, 2025 11:28:59 PM	0:02:55		Internal
597059028084			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Mar, 2025 11:39:16 AM	25 Mar, 2025 11:45:55 AM	21 Mar, 2025 11:28:59 PM	0:02:55		Internal
597059028084			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Mar, 2025 11:39:16 AM	25 Mar, 2025 11:45:55 AM	21 Mar, 2025 11:28:59 PM	0:02:55		Internal
597059028084			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		25 Mar, 2025 11:39:16 AM	25 Mar, 2025 11:45:55 AM	21 Mar, 2025 11:28:59 PM	0:02:55		Internal
597059028084			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Mar, 2025 11:39:16 AM	25 Mar, 2025 11:45:55 AM	21 Mar, 2025 11:28:59 PM	0:02:55		Internal
597059028084			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Mar, 2025 11:39:16 AM	25 Mar, 2025 11:45:55 AM	21 Mar, 2025 11:28:59 PM	0:02:55		Internal
597059028084			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Mar, 2025 11:39:16 AM	25 Mar, 2025 11:45:55 AM	21 Mar, 2025 11:28:59 PM	0:02:55		Internal
597059244132			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Mar, 2025 01:31:44 AM	25 Mar, 2025 11:46:34 AM	24 Mar, 2025 08:24:15 PM	0:02:54		Internal
597059244132			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Mar, 2025 01:31:44 AM	25 Mar, 2025 11:46:34 AM	24 Mar, 2025 08:24:15 PM	0:02:54		Internal
597059244132			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Mar, 2025 01:31:44 AM	25 Mar, 2025 11:46:34 AM	24 Mar, 2025 08:24:15 PM	0:02:54		Internal
597059244132			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Mar, 2025 01:31:44 AM	25 Mar, 2025 11:46:34 AM	24 Mar, 2025 08:24:15 PM	0:02:54		Internal
597059244132			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Mar, 2025 01:31:44 AM	25 Mar, 2025 11:46:34 AM	24 Mar, 2025 08:24:15 PM	0:02:54		Internal
597059244132			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Mar, 2025 01:31:44 AM	25 Mar, 2025 11:46:34 AM	24 Mar, 2025 08:24:15 PM	0:02:54		Internal
597059244132			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Mar, 2025 01:31:44 AM	25 Mar, 2025 11:46:34 AM	24 Mar, 2025 08:24:15 PM	0:02:54		Internal
597059244132			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Mar, 2025 01:31:44 AM	25 Mar, 2025 11:46:34 AM	24 Mar, 2025 08:24:15 PM	0:02:54		Internal
597059244132			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Mar, 2025 01:31:44 AM	25 Mar, 2025 11:46:34 AM	24 Mar, 2025 08:24:15 PM	0:02:54		Internal
597059244132			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Mar, 2025 01:31:44 AM	25 Mar, 2025 11:46:34 AM	24 Mar, 2025 08:24:15 PM	0:02:54		Internal
597059244132			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Mar, 2025 01:31:44 AM	25 Mar, 2025 11:46:34 AM	24 Mar, 2025 08:24:15 PM	0:02:54		Internal
597059244132			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Mar, 2025 01:31:44 AM	25 Mar, 2025 11:46:34 AM	24 Mar, 2025 08:24:15 PM	0:02:54		Internal
597059244132			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Mar, 2025 01:31:44 AM	25 Mar, 2025 11:46:34 AM	24 Mar, 2025 08:24:15 PM	0:02:54		Internal
597059244132			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Mar, 2025 01:31:44 AM	25 Mar, 2025 11:46:34 AM	24 Mar, 2025 08:24:15 PM	0:02:54		Internal
597059244132			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Mar, 2025 01:31:44 AM	25 Mar, 2025 11:46:34 AM	24 Mar, 2025 08:24:15 PM	0:02:54		Internal
597059244132			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Mar, 2025 01:31:44 AM	25 Mar, 2025 11:46:34 AM	24 Mar, 2025 08:24:15 PM	0:02:54		Internal
597059244132			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Mar, 2025 01:31:44 AM	25 Mar, 2025 11:46:34 AM	24 Mar, 2025 08:24:15 PM	0:02:54		Internal
597059244132			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Mar, 2025 01:31:44 AM	25 Mar, 2025 11:46:34 AM	24 Mar, 2025 08:24:15 PM	0:02:54		Internal
597059244132			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Mar, 2025 01:31:44 AM	25 Mar, 2025 11:46:34 AM	24 Mar, 2025 08:24:15 PM	0:02:54		Internal
597059244132			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Mar, 2025 01:31:44 AM	25 Mar, 2025 11:46:34 AM	24 Mar, 2025 08:24:15 PM	0:02:54		Internal
597059244132			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Mar, 2025 01:31:44 AM	25 Mar, 2025 11:46:34 AM	24 Mar, 2025 08:24:15 PM	0:02:54		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597059244132	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	[redacted]	25 Mar, 2025 01:31:44 AM	25 Mar, 2025 11:46:34 AM	24 Mar, 2025 08:24:15 PM	0:02:54		Internal
597059244132			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		25 Mar, 2025 01:31:44 AM	25 Mar, 2025 11:46:34 AM	24 Mar, 2025 08:24:15 PM	0:02:54		Internal
597059244132			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Mar, 2025 01:31:44 AM	25 Mar, 2025 11:46:34 AM	24 Mar, 2025 08:24:15 PM	0:02:54		Internal
597059244132			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Mar, 2025 01:31:44 AM	25 Mar, 2025 11:46:34 AM	24 Mar, 2025 08:24:15 PM	0:02:54		Internal
597059244132			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Mar, 2025 01:31:44 AM	25 Mar, 2025 11:46:34 AM	24 Mar, 2025 08:24:15 PM	0:02:54		Internal
597058834770			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Mar, 2025 11:58:39 AM	25 Mar, 2025 12:10:13 PM	20 Mar, 2025 08:39:21 PM	0:03:12		Internal
597058834770			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Mar, 2025 11:58:39 AM	25 Mar, 2025 12:10:13 PM	20 Mar, 2025 08:39:21 PM	0:03:12		Internal
597058834770			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Mar, 2025 11:58:39 AM	25 Mar, 2025 12:10:13 PM	20 Mar, 2025 08:39:21 PM	0:03:12		Internal
597058834770			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Mar, 2025 11:58:39 AM	25 Mar, 2025 12:10:13 PM	20 Mar, 2025 08:39:21 PM	0:03:12		Internal
597058834770			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Mar, 2025 11:58:39 AM	25 Mar, 2025 12:10:13 PM	20 Mar, 2025 08:39:21 PM	0:03:12		Internal
597058834770			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Mar, 2025 11:58:39 AM	25 Mar, 2025 12:10:13 PM	20 Mar, 2025 08:39:21 PM	0:03:12		Internal
597058834770			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Mar, 2025 11:58:39 AM	25 Mar, 2025 12:10:13 PM	20 Mar, 2025 08:39:21 PM	0:03:12		Internal
597058834770			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Mar, 2025 11:58:39 AM	25 Mar, 2025 12:10:13 PM	20 Mar, 2025 08:39:21 PM	0:03:12		Internal
597058834770			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Mar, 2025 11:58:39 AM	25 Mar, 2025 12:10:13 PM	20 Mar, 2025 08:39:21 PM	0:03:12		Internal
597058834770			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Mar, 2025 11:58:39 AM	25 Mar, 2025 12:10:13 PM	20 Mar, 2025 08:39:21 PM	0:03:12		Internal
597058834770			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Mar, 2025 11:58:39 AM	25 Mar, 2025 12:10:13 PM	20 Mar, 2025 08:39:21 PM	0:03:12		Internal
597058834770			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Mar, 2025 11:58:39 AM	25 Mar, 2025 12:10:13 PM	20 Mar, 2025 08:39:21 PM	0:03:12		Internal
597058834770			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Mar, 2025 11:58:39 AM	25 Mar, 2025 12:10:13 PM	20 Mar, 2025 08:39:21 PM	0:03:12		Internal
597058834770			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Mar, 2025 11:58:39 AM	25 Mar, 2025 12:10:13 PM	20 Mar, 2025 08:39:21 PM	0:03:12		Internal
597058834770			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Mar, 2025 11:58:39 AM	25 Mar, 2025 12:10:13 PM	20 Mar, 2025 08:39:21 PM	0:03:12		Internal
597058834770			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Mar, 2025 11:58:39 AM	25 Mar, 2025 12:10:13 PM	20 Mar, 2025 08:39:21 PM	0:03:12		Internal
597058834770			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Mar, 2025 11:58:39 AM	25 Mar, 2025 12:10:13 PM	20 Mar, 2025 08:39:21 PM	0:03:12		Internal
597058834770			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Mar, 2025 11:58:39 AM	25 Mar, 2025 12:10:13 PM	20 Mar, 2025 08:39:21 PM	0:03:12		Internal
597058834770			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Mar, 2025 11:58:39 AM	25 Mar, 2025 12:10:13 PM	20 Mar, 2025 08:39:21 PM	0:03:12		Internal
597058834770			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Mar, 2025 11:58:39 AM	25 Mar, 2025 12:10:13 PM	20 Mar, 2025 08:39:21 PM	0:03:12		Internal
597058834770			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Mar, 2025 11:58:39 AM	25 Mar, 2025 12:10:13 PM	20 Mar, 2025 08:39:21 PM	0:03:12		Internal
597058834770			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Mar, 2025 11:58:39 AM	25 Mar, 2025 12:10:13 PM	20 Mar, 2025 08:39:21 PM	0:03:12		Internal
597058834770			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		25 Mar, 2025 11:58:39 AM	25 Mar, 2025 12:10:13 PM	20 Mar, 2025 08:39:21 PM	0:03:12		Internal
597058834770			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Mar, 2025 11:58:39 AM	25 Mar, 2025 12:10:13 PM	20 Mar, 2025 08:39:21 PM	0:03:12		Internal
597058834770			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Mar, 2025 11:58:39 AM	25 Mar, 2025 12:10:13 PM	20 Mar, 2025 08:39:21 PM	0:03:12		Internal
597058834770			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Mar, 2025 11:58:39 AM	25 Mar, 2025 12:10:13 PM	20 Mar, 2025 08:39:21 PM	0:03:12		Internal
597057652021			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Mar, 2025 11:31:23 PM	25 Mar, 2025 12:19:44 PM	12 Mar, 2025 12:08:35 PM	0:02:52		Internal
597057652021			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Mar, 2025 11:31:23 PM	25 Mar, 2025 12:19:44 PM	12 Mar, 2025 12:08:35 PM	0:02:52		Internal
597057652021			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Mar, 2025 11:31:23 PM	25 Mar, 2025 12:19:44 PM	12 Mar, 2025 12:08:35 PM	0:02:52		Internal
597057652021			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Mar, 2025 11:31:23 PM	25 Mar, 2025 12:19:44 PM	12 Mar, 2025 12:08:35 PM	0:02:52		Internal
597057652021			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Mar, 2025 11:31:23 PM	25 Mar, 2025 12:19:44 PM	12 Mar, 2025 12:08:35 PM	0:02:52		Internal
597057652021			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Mar, 2025 11:31:23 PM	25 Mar, 2025 12:19:44 PM	12 Mar, 2025 12:08:35 PM	0:02:52		Internal
597057652021			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Mar, 2025 11:31:23 PM	25 Mar, 2025 12:19:44 PM	12 Mar, 2025 12:08:35 PM	0:02:52		Internal
597057652021			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Mar, 2025 11:31:23 PM	25 Mar, 2025 12:19:44 PM	12 Mar, 2025 12:08:35 PM	0:02:52		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597057652021			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Mar, 2025 11:31:23 PM	25 Mar, 2025 12:19:44 PM	12 Mar, 2025 12:08:35 PM	0:02:52		Internal
597057652021			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Mar, 2025 11:31:23 PM	25 Mar, 2025 12:19:44 PM	12 Mar, 2025 12:08:35 PM	0:02:52		Internal
597057652021			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Mar, 2025 11:31:23 PM	25 Mar, 2025 12:19:44 PM	12 Mar, 2025 12:08:35 PM	0:02:52		Internal
597057652021			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Mar, 2025 11:31:23 PM	25 Mar, 2025 12:19:44 PM	12 Mar, 2025 12:08:35 PM	0:02:52		Internal
597057652021			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Mar, 2025 11:31:23 PM	25 Mar, 2025 12:19:44 PM	12 Mar, 2025 12:08:35 PM	0:02:52		Internal
597057652021			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Mar, 2025 11:31:23 PM	25 Mar, 2025 12:19:44 PM	12 Mar, 2025 12:08:35 PM	0:02:52		Internal
597057652021			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Mar, 2025 11:31:23 PM	25 Mar, 2025 12:19:44 PM	12 Mar, 2025 12:08:35 PM	0:02:52		Internal
597057652021			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Mar, 2025 11:31:23 PM	25 Mar, 2025 12:19:44 PM	12 Mar, 2025 12:08:35 PM	0:02:52		Internal
597057652021			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Mar, 2025 11:31:23 PM	25 Mar, 2025 12:19:44 PM	12 Mar, 2025 12:08:35 PM	0:02:52		Internal
597057652021			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 Mar, 2025 11:31:23 PM	25 Mar, 2025 12:19:44 PM	12 Mar, 2025 12:08:35 PM	0:02:52		Internal
597057652021			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Mar, 2025 11:31:23 PM	25 Mar, 2025 12:19:44 PM	12 Mar, 2025 12:08:35 PM	0:02:52		Internal
597057652021			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Mar, 2025 11:31:23 PM	25 Mar, 2025 12:19:44 PM	12 Mar, 2025 12:08:35 PM	0:02:52		Internal
597057652021			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Mar, 2025 11:31:23 PM	25 Mar, 2025 12:19:44 PM	12 Mar, 2025 12:08:35 PM	0:02:52		Internal
597057652021			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Mar, 2025 11:31:23 PM	25 Mar, 2025 12:19:44 PM	12 Mar, 2025 12:08:35 PM	0:02:52		Internal
597057652021			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		13 Mar, 2025 11:31:23 PM	25 Mar, 2025 12:19:44 PM	12 Mar, 2025 12:08:35 PM	0:02:52		Internal
597057652021			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Mar, 2025 11:31:23 PM	25 Mar, 2025 12:19:44 PM	12 Mar, 2025 12:08:35 PM	0:02:52		Internal
597057652021			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Mar, 2025 11:31:23 PM	25 Mar, 2025 12:19:44 PM	12 Mar, 2025 12:08:35 PM	0:02:52		Internal
597057652021			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Mar, 2025 11:31:23 PM	25 Mar, 2025 12:19:44 PM	12 Mar, 2025 12:08:35 PM	0:02:52		Internal
597058983738			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Mar, 2025 12:27:43 PM	25 Mar, 2025 12:30:36 PM	21 Mar, 2025 07:23:25 PM	0:03:09		Internal
597058983738			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Mar, 2025 12:27:43 PM	25 Mar, 2025 12:30:36 PM	21 Mar, 2025 07:23:25 PM	0:03:09		Internal
597058983738			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Mar, 2025 12:27:43 PM	25 Mar, 2025 12:30:36 PM	21 Mar, 2025 07:23:25 PM	0:03:09		Internal
597058983738			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Mar, 2025 12:27:43 PM	25 Mar, 2025 12:30:36 PM	21 Mar, 2025 07:23:25 PM	0:03:09		Internal
597058983738			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Mar, 2025 12:27:43 PM	25 Mar, 2025 12:30:36 PM	21 Mar, 2025 07:23:25 PM	0:03:09		Internal
597058983738			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Mar, 2025 12:27:43 PM	25 Mar, 2025 12:30:36 PM	21 Mar, 2025 07:23:25 PM	0:03:09		Internal
597058983738			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Mar, 2025 12:27:43 PM	25 Mar, 2025 12:30:36 PM	21 Mar, 2025 07:23:25 PM	0:03:09		Internal
597058983738			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Mar, 2025 12:27:43 PM	25 Mar, 2025 12:30:36 PM	21 Mar, 2025 07:23:25 PM	0:03:09		Internal
597058983738			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Mar, 2025 12:27:43 PM	25 Mar, 2025 12:30:36 PM	21 Mar, 2025 07:23:25 PM	0:03:09		Internal
597058983738			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Mar, 2025 12:27:43 PM	25 Mar, 2025 12:30:36 PM	21 Mar, 2025 07:23:25 PM	0:03:09		Internal
597058983738			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Mar, 2025 12:27:43 PM	25 Mar, 2025 12:30:36 PM	21 Mar, 2025 07:23:25 PM	0:03:09		Internal
597058983738			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Mar, 2025 12:27:43 PM	25 Mar, 2025 12:30:36 PM	21 Mar, 2025 07:23:25 PM	0:03:09		Internal
597058983738			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Mar, 2025 12:27:43 PM	25 Mar, 2025 12:30:36 PM	21 Mar, 2025 07:23:25 PM	0:03:09		Internal
597058983738			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Mar, 2025 12:27:43 PM	25 Mar, 2025 12:30:36 PM	21 Mar, 2025 07:23:25 PM	0:03:09		Internal
597058983738			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Mar, 2025 12:27:43 PM	25 Mar, 2025 12:30:36 PM	21 Mar, 2025 07:23:25 PM	0:03:09		Internal
597058983738			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Mar, 2025 12:27:43 PM	25 Mar, 2025 12:30:36 PM	21 Mar, 2025 07:23:25 PM	0:03:09		Internal
597058983738			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Mar, 2025 12:27:43 PM	25 Mar, 2025 12:30:36 PM	21 Mar, 2025 07:23:25 PM	0:03:09		Internal
597058983738			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Mar, 2025 12:27:43 PM	25 Mar, 2025 12:30:36 PM	21 Mar, 2025 07:23:25 PM	0:03:09		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597058983738	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	25 Mar, 2025 12:27:43 PM	25 Mar, 2025 12:30:36 PM	21 Mar, 2025 07:23:25 PM	0:03:09		Internal
597058983738			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Mar, 2025 12:27:43 PM	25 Mar, 2025 12:30:36 PM	21 Mar, 2025 07:23:25 PM	0:03:09		Internal
597058983738			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Mar, 2025 12:27:43 PM	25 Mar, 2025 12:30:36 PM	21 Mar, 2025 07:23:25 PM	0:03:09		Internal
597058983738			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Mar, 2025 12:27:43 PM	25 Mar, 2025 12:30:36 PM	21 Mar, 2025 07:23:25 PM	0:03:09		Internal
597058983738			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		25 Mar, 2025 12:27:43 PM	25 Mar, 2025 12:30:36 PM	21 Mar, 2025 07:23:25 PM	0:03:09		Internal
597058983738			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Mar, 2025 12:27:43 PM	25 Mar, 2025 12:30:36 PM	21 Mar, 2025 07:23:25 PM	0:03:09		Internal
597058983738			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Mar, 2025 12:27:43 PM	25 Mar, 2025 12:30:36 PM	21 Mar, 2025 07:23:25 PM	0:03:09		Internal
597058983738			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Mar, 2025 12:27:43 PM	25 Mar, 2025 12:30:36 PM	21 Mar, 2025 07:23:25 PM	0:03:09		Internal
597058940564			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Mar, 2025 01:02:13 PM	25 Mar, 2025 01:05:14 PM	21 Mar, 2025 04:41:09 PM	0:03:18		Internal
597058940564			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Mar, 2025 01:02:13 PM	25 Mar, 2025 01:05:14 PM	21 Mar, 2025 04:41:09 PM	0:03:18		Internal
597058940564			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Mar, 2025 01:02:13 PM	25 Mar, 2025 01:05:14 PM	21 Mar, 2025 04:41:09 PM	0:03:18		Internal
597058940564			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Mar, 2025 01:02:13 PM	25 Mar, 2025 01:05:14 PM	21 Mar, 2025 04:41:09 PM	0:03:18		Internal
597058940564			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Mar, 2025 01:02:13 PM	25 Mar, 2025 01:05:14 PM	21 Mar, 2025 04:41:09 PM	0:03:18		Internal
597058940564			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Mar, 2025 01:02:13 PM	25 Mar, 2025 01:05:14 PM	21 Mar, 2025 04:41:09 PM	0:03:18		Internal
597058940564			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Mar, 2025 01:02:13 PM	25 Mar, 2025 01:05:14 PM	21 Mar, 2025 04:41:09 PM	0:03:18		Internal
597058940564			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Mar, 2025 01:02:13 PM	25 Mar, 2025 01:05:14 PM	21 Mar, 2025 04:41:09 PM	0:03:18		Internal
597058940564			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Mar, 2025 01:02:13 PM	25 Mar, 2025 01:05:14 PM	21 Mar, 2025 04:41:09 PM	0:03:18		Internal
597058940564			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Mar, 2025 01:02:13 PM	25 Mar, 2025 01:05:14 PM	21 Mar, 2025 04:41:09 PM	0:03:18		Internal
597058940564			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Mar, 2025 01:02:13 PM	25 Mar, 2025 01:05:14 PM	21 Mar, 2025 04:41:09 PM	0:03:18		Internal
597058940564			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Mar, 2025 01:02:13 PM	25 Mar, 2025 01:05:14 PM	21 Mar, 2025 04:41:09 PM	0:03:18		Internal
597058940564			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Mar, 2025 01:02:13 PM	25 Mar, 2025 01:05:14 PM	21 Mar, 2025 04:41:09 PM	0:03:18		Internal
597058940564			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Mar, 2025 01:02:13 PM	25 Mar, 2025 01:05:14 PM	21 Mar, 2025 04:41:09 PM	0:03:18		Internal
597058940564			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Mar, 2025 01:02:13 PM	25 Mar, 2025 01:05:14 PM	21 Mar, 2025 04:41:09 PM	0:03:18		Internal
597058940564			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Mar, 2025 01:02:13 PM	25 Mar, 2025 01:05:14 PM	21 Mar, 2025 04:41:09 PM	0:03:18		Internal
597058940564			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Mar, 2025 01:02:13 PM	25 Mar, 2025 01:05:14 PM	21 Mar, 2025 04:41:09 PM	0:03:18		Internal
597058940564			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Mar, 2025 01:02:13 PM	25 Mar, 2025 01:05:14 PM	21 Mar, 2025 04:41:09 PM	0:03:18		Internal
597058940564			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Mar, 2025 01:02:13 PM	25 Mar, 2025 01:05:14 PM	21 Mar, 2025 04:41:09 PM	0:03:18		Internal
597058940564			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Mar, 2025 01:02:13 PM	25 Mar, 2025 01:05:14 PM	21 Mar, 2025 04:41:09 PM	0:03:18		Internal
597058940564			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Mar, 2025 01:02:13 PM	25 Mar, 2025 01:05:14 PM	21 Mar, 2025 04:41:09 PM	0:03:18		Internal
597058940564			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Mar, 2025 01:02:13 PM	25 Mar, 2025 01:05:14 PM	21 Mar, 2025 04:41:09 PM	0:03:18		Internal
597058940564			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		25 Mar, 2025 01:02:13 PM	25 Mar, 2025 01:05:14 PM	21 Mar, 2025 04:41:09 PM	0:03:18		Internal
597058940564			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Mar, 2025 01:02:13 PM	25 Mar, 2025 01:05:14 PM	21 Mar, 2025 04:41:09 PM	0:03:18		Internal
597058940564			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Mar, 2025 01:02:13 PM	25 Mar, 2025 01:05:14 PM	21 Mar, 2025 04:41:09 PM	0:03:18		Internal
597058940564			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Mar, 2025 01:02:13 PM	25 Mar, 2025 01:05:14 PM	21 Mar, 2025 04:41:09 PM	0:03:18		Internal
597059100633			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Mar, 2025 01:18:44 PM	25 Mar, 2025 01:21:45 PM	24 Mar, 2025 12:46:47 PM	0:03:40		Internal
597059100633			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Mar, 2025 01:18:44 PM	25 Mar, 2025 01:21:45 PM	24 Mar, 2025 12:46:47 PM	0:03:40		Internal
597059100633			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Mar, 2025 01:18:44 PM	25 Mar, 2025 01:21:45 PM	24 Mar, 2025 12:46:47 PM	0:03:40		Internal
597059100633			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Mar, 2025 01:18:44 PM	25 Mar, 2025 01:21:45 PM	24 Mar, 2025 12:46:47 PM	0:03:40		Internal
597059100633			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Mar, 2025 01:18:44 PM	25 Mar, 2025 01:21:45 PM	24 Mar, 2025 12:46:47 PM	0:03:40		Internal
597059100633			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Mar, 2025 01:18:44 PM	25 Mar, 2025 01:21:45 PM	24 Mar, 2025 12:46:47 PM	0:03:40		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597059100633	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	25 Mar, 2025 01:18:44 PM	25 Mar, 2025 01:21:45 PM	24 Mar, 2025 12:46:47 PM	0:03:40		Internal
597059100633			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Mar, 2025 01:18:44 PM	25 Mar, 2025 01:21:45 PM	24 Mar, 2025 12:46:47 PM	0:03:40		Internal
597059100633			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Mar, 2025 01:18:44 PM	25 Mar, 2025 01:21:45 PM	24 Mar, 2025 12:46:47 PM	0:03:40		Internal
597059100633			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Mar, 2025 01:18:44 PM	25 Mar, 2025 01:21:45 PM	24 Mar, 2025 12:46:47 PM	0:03:40		Internal
597059100633			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Mar, 2025 01:18:44 PM	25 Mar, 2025 01:21:45 PM	24 Mar, 2025 12:46:47 PM	0:03:40		Internal
597059100633			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Mar, 2025 01:18:44 PM	25 Mar, 2025 01:21:45 PM	24 Mar, 2025 12:46:47 PM	0:03:40		Internal
597059100633			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Mar, 2025 01:18:44 PM	25 Mar, 2025 01:21:45 PM	24 Mar, 2025 12:46:47 PM	0:03:40		Internal
597059100633			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Mar, 2025 01:18:44 PM	25 Mar, 2025 01:21:45 PM	24 Mar, 2025 12:46:47 PM	0:03:40		Internal
597059100633			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Mar, 2025 01:18:44 PM	25 Mar, 2025 01:21:45 PM	24 Mar, 2025 12:46:47 PM	0:03:40		Internal
597059100633			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Mar, 2025 01:18:44 PM	25 Mar, 2025 01:21:45 PM	24 Mar, 2025 12:46:47 PM	0:03:40		Internal
597059100633			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Mar, 2025 01:18:44 PM	25 Mar, 2025 01:21:45 PM	24 Mar, 2025 12:46:47 PM	0:03:40		Internal
597059100633			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Mar, 2025 01:18:44 PM	25 Mar, 2025 01:21:45 PM	24 Mar, 2025 12:46:47 PM	0:03:40		Internal
597059100633			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Mar, 2025 01:18:44 PM	25 Mar, 2025 01:21:45 PM	24 Mar, 2025 12:46:47 PM	0:03:40		Internal
597059100633			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Mar, 2025 01:18:44 PM	25 Mar, 2025 01:21:45 PM	24 Mar, 2025 12:46:47 PM	0:03:40		Internal
597059100633			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Mar, 2025 01:18:44 PM	25 Mar, 2025 01:21:45 PM	24 Mar, 2025 12:46:47 PM	0:03:40		Internal
597059100633			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Mar, 2025 01:18:44 PM	25 Mar, 2025 01:21:45 PM	24 Mar, 2025 12:46:47 PM	0:03:40		Internal
597059100633			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		25 Mar, 2025 01:18:44 PM	25 Mar, 2025 01:21:45 PM	24 Mar, 2025 12:46:47 PM	0:03:40		Internal
597059100633			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Mar, 2025 01:18:44 PM	25 Mar, 2025 01:21:45 PM	24 Mar, 2025 12:46:47 PM	0:03:40		Internal
597059100633			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Mar, 2025 01:18:44 PM	25 Mar, 2025 01:21:45 PM	24 Mar, 2025 12:46:47 PM	0:03:40		Internal
597059100633			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Mar, 2025 01:18:44 PM	25 Mar, 2025 01:21:45 PM	24 Mar, 2025 12:46:47 PM	0:03:40		Internal
597059121508			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Mar, 2025 09:31:35 AM	25 Mar, 2025 01:28:57 PM	24 Mar, 2025 02:08:56 PM	0:05:07		Internal
597059121508			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Mar, 2025 09:31:35 AM	25 Mar, 2025 01:28:57 PM	24 Mar, 2025 02:08:56 PM	0:05:07		Internal
597059121508			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Mar, 2025 09:31:35 AM	25 Mar, 2025 01:28:57 PM	24 Mar, 2025 02:08:56 PM	0:05:07		Internal
597059121508			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Mar, 2025 09:31:35 AM	25 Mar, 2025 01:28:57 PM	24 Mar, 2025 02:08:56 PM	0:05:07		Internal
597059121508			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Mar, 2025 09:31:35 AM	25 Mar, 2025 01:28:57 PM	24 Mar, 2025 02:08:56 PM	0:05:07		Internal
597059121508			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Mar, 2025 09:31:35 AM	25 Mar, 2025 01:28:57 PM	24 Mar, 2025 02:08:56 PM	0:05:07		Internal
597059121508			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Mar, 2025 09:31:35 AM	25 Mar, 2025 01:28:57 PM	24 Mar, 2025 02:08:56 PM	0:05:07		Internal
597059121508			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Mar, 2025 09:31:35 AM	25 Mar, 2025 01:28:57 PM	24 Mar, 2025 02:08:56 PM	0:05:07		Internal
597059121508			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Mar, 2025 09:31:35 AM	25 Mar, 2025 01:28:57 PM	24 Mar, 2025 02:08:56 PM	0:05:07		Internal
597059121508			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Mar, 2025 09:31:35 AM	25 Mar, 2025 01:28:57 PM	24 Mar, 2025 02:08:56 PM	0:05:07		Internal
597059121508			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Mar, 2025 09:31:35 AM	25 Mar, 2025 01:28:57 PM	24 Mar, 2025 02:08:56 PM	0:05:07		Internal
597059121508			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Mar, 2025 09:31:35 AM	25 Mar, 2025 01:28:57 PM	24 Mar, 2025 02:08:56 PM	0:05:07		Internal
597059121508			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Mar, 2025 09:31:35 AM	25 Mar, 2025 01:28:57 PM	24 Mar, 2025 02:08:56 PM	0:05:07		Internal
597059121508			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Mar, 2025 09:31:35 AM	25 Mar, 2025 01:28:57 PM	24 Mar, 2025 02:08:56 PM	0:05:07		Internal
597059121508			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Mar, 2025 09:31:35 AM	25 Mar, 2025 01:28:57 PM	24 Mar, 2025 02:08:56 PM	0:05:07		Internal
597059121508			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Mar, 2025 09:31:35 AM	25 Mar, 2025 01:28:57 PM	24 Mar, 2025 02:08:56 PM	0:05:07		Internal
597059121508			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Mar, 2025 09:31:35 AM	25 Mar, 2025 01:28:57 PM	24 Mar, 2025 02:08:56 PM	0:05:07		Internal
597059121508			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Mar, 2025 09:31:35 AM	25 Mar, 2025 01:28:57 PM	24 Mar, 2025 02:08:56 PM	0:05:07		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597059121508	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	25 Mar, 2025 09:31:35 AM	25 Mar, 2025 01:28:57 PM	24 Mar, 2025 02:08:56 PM	0:05:07		Internal
597059121508			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Mar, 2025 09:31:35 AM	25 Mar, 2025 01:28:57 PM	24 Mar, 2025 02:08:56 PM	0:05:07		Internal
597059121508			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Mar, 2025 09:31:35 AM	25 Mar, 2025 01:28:57 PM	24 Mar, 2025 02:08:56 PM	0:05:07		Internal
597059121508			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Mar, 2025 09:31:35 AM	25 Mar, 2025 01:28:57 PM	24 Mar, 2025 02:08:56 PM	0:05:07		Internal
597059121508			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		25 Mar, 2025 09:31:35 AM	25 Mar, 2025 01:28:57 PM	24 Mar, 2025 02:08:56 PM	0:05:07		Internal
597059121508			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Mar, 2025 09:31:35 AM	25 Mar, 2025 01:28:57 PM	24 Mar, 2025 02:08:56 PM	0:05:07		Internal
597059121508			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Mar, 2025 09:31:35 AM	25 Mar, 2025 01:28:57 PM	24 Mar, 2025 02:08:56 PM	0:05:07		Internal
597059121508			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Mar, 2025 09:31:35 AM	25 Mar, 2025 01:28:57 PM	24 Mar, 2025 02:08:56 PM	0:05:07		Internal
597058955744			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Mar, 2025 01:35:45 PM	25 Mar, 2025 01:44:52 PM	21 Mar, 2025 05:42:32 PM	0:03:06		Internal
597058955744			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Mar, 2025 01:35:45 PM	25 Mar, 2025 01:44:52 PM	21 Mar, 2025 05:42:32 PM	0:03:06		Internal
597058955744			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Mar, 2025 01:35:45 PM	25 Mar, 2025 01:44:52 PM	21 Mar, 2025 05:42:32 PM	0:03:06		Internal
597058955744			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Mar, 2025 01:35:45 PM	25 Mar, 2025 01:44:52 PM	21 Mar, 2025 05:42:32 PM	0:03:06		Internal
597058955744			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Mar, 2025 01:35:45 PM	25 Mar, 2025 01:44:52 PM	21 Mar, 2025 05:42:32 PM	0:03:06		Internal
597058955744			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Mar, 2025 01:35:45 PM	25 Mar, 2025 01:44:52 PM	21 Mar, 2025 05:42:32 PM	0:03:06		Internal
597058955744			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Mar, 2025 01:35:45 PM	25 Mar, 2025 01:44:52 PM	21 Mar, 2025 05:42:32 PM	0:03:06		Internal
597058955744			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Mar, 2025 01:35:45 PM	25 Mar, 2025 01:44:52 PM	21 Mar, 2025 05:42:32 PM	0:03:06		Internal
597058955744			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Mar, 2025 01:35:45 PM	25 Mar, 2025 01:44:52 PM	21 Mar, 2025 05:42:32 PM	0:03:06		Internal
597058955744			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Mar, 2025 01:35:45 PM	25 Mar, 2025 01:44:52 PM	21 Mar, 2025 05:42:32 PM	0:03:06		Internal
597058955744			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Mar, 2025 01:35:45 PM	25 Mar, 2025 01:44:52 PM	21 Mar, 2025 05:42:32 PM	0:03:06		Internal
597058955744			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Mar, 2025 01:35:45 PM	25 Mar, 2025 01:44:52 PM	21 Mar, 2025 05:42:32 PM	0:03:06		Internal
597058955744			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Mar, 2025 01:35:45 PM	25 Mar, 2025 01:44:52 PM	21 Mar, 2025 05:42:32 PM	0:03:06		Internal
597058955744			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Mar, 2025 01:35:45 PM	25 Mar, 2025 01:44:52 PM	21 Mar, 2025 05:42:32 PM	0:03:06		Internal
597058955744			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Mar, 2025 01:35:45 PM	25 Mar, 2025 01:44:52 PM	21 Mar, 2025 05:42:32 PM	0:03:06		Internal
597058955744			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Mar, 2025 01:35:45 PM	25 Mar, 2025 01:44:52 PM	21 Mar, 2025 05:42:32 PM	0:03:06		Internal
597058955744			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Mar, 2025 01:35:45 PM	25 Mar, 2025 01:44:52 PM	21 Mar, 2025 05:42:32 PM	0:03:06		Internal
597058955744			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Mar, 2025 01:35:45 PM	25 Mar, 2025 01:44:52 PM	21 Mar, 2025 05:42:32 PM	0:03:06		Internal
597058955744			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Mar, 2025 01:35:45 PM	25 Mar, 2025 01:44:52 PM	21 Mar, 2025 05:42:32 PM	0:03:06		Internal
597058955744			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Mar, 2025 01:35:45 PM	25 Mar, 2025 01:44:52 PM	21 Mar, 2025 05:42:32 PM	0:03:06		Internal
597058955744			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Mar, 2025 01:35:45 PM	25 Mar, 2025 01:44:52 PM	21 Mar, 2025 05:42:32 PM	0:03:06		Internal
597058955744			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Mar, 2025 01:35:45 PM	25 Mar, 2025 01:44:52 PM	21 Mar, 2025 05:42:32 PM	0:03:06		Internal
597058955744			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		25 Mar, 2025 01:35:45 PM	25 Mar, 2025 01:44:52 PM	21 Mar, 2025 05:42:32 PM	0:03:06		Internal
597058955744			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Mar, 2025 01:35:45 PM	25 Mar, 2025 01:44:52 PM	21 Mar, 2025 05:42:32 PM	0:03:06		Internal
597058955744			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Mar, 2025 01:35:45 PM	25 Mar, 2025 01:44:52 PM	21 Mar, 2025 05:42:32 PM	0:03:06		Internal
597058955744			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Mar, 2025 01:35:45 PM	25 Mar, 2025 01:44:52 PM	21 Mar, 2025 05:42:32 PM	0:03:06		Internal
597059196382			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Mar, 2025 01:18:16 PM	25 Mar, 2025 01:55:26 PM	24 Mar, 2025 05:36:48 PM	0:04:31		Internal
597059196382			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Mar, 2025 01:18:16 PM	25 Mar, 2025 01:55:26 PM	24 Mar, 2025 05:36:48 PM	0:04:31		Internal
597059196382			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Mar, 2025 01:18:16 PM	25 Mar, 2025 01:55:26 PM	24 Mar, 2025 05:36:48 PM	0:04:31		Internal
597059196382			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Mar, 2025 01:18:16 PM	25 Mar, 2025 01:55:26 PM	24 Mar, 2025 05:36:48 PM	0:04:31		Internal
597059196382			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Mar, 2025 01:18:16 PM	25 Mar, 2025 01:55:26 PM	24 Mar, 2025 05:36:48 PM	0:04:31		Internal
597059196382			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Mar, 2025 01:18:16 PM	25 Mar, 2025 01:55:26 PM	24 Mar, 2025 05:36:48 PM	0:04:31		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597059196382	[redacted]	[redacted]	CTE_Bus_Solar	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	25 Mar, 2025 01:18:16 PM	25 Mar, 2025 01:55:26 PM	24 Mar, 2025 05:36:48 PM	0:04:31		Internal
597059196382			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Mar, 2025 01:18:16 PM	25 Mar, 2025 01:55:26 PM	24 Mar, 2025 05:36:48 PM	0:04:31		Internal
597059196382			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Mar, 2025 01:18:16 PM	25 Mar, 2025 01:55:26 PM	24 Mar, 2025 05:36:48 PM	0:04:31		Internal
597059196382			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Mar, 2025 01:18:16 PM	25 Mar, 2025 01:55:26 PM	24 Mar, 2025 05:36:48 PM	0:04:31		Internal
597059196382			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Mar, 2025 01:18:16 PM	25 Mar, 2025 01:55:26 PM	24 Mar, 2025 05:36:48 PM	0:04:31		Internal
597059196382			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Mar, 2025 01:18:16 PM	25 Mar, 2025 01:55:26 PM	24 Mar, 2025 05:36:48 PM	0:04:31		Internal
597059196382			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Mar, 2025 01:18:16 PM	25 Mar, 2025 01:55:26 PM	24 Mar, 2025 05:36:48 PM	0:04:31		Internal
597059196382			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Mar, 2025 01:18:16 PM	25 Mar, 2025 01:55:26 PM	24 Mar, 2025 05:36:48 PM	0:04:31		Internal
597059196382			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Mar, 2025 01:18:16 PM	25 Mar, 2025 01:55:26 PM	24 Mar, 2025 05:36:48 PM	0:04:31		Internal
597059196382			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Mar, 2025 01:18:16 PM	25 Mar, 2025 01:55:26 PM	24 Mar, 2025 05:36:48 PM	0:04:31		Internal
597059196382			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Mar, 2025 01:18:16 PM	25 Mar, 2025 01:55:26 PM	24 Mar, 2025 05:36:48 PM	0:04:31		Internal
597059196382			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Mar, 2025 01:18:16 PM	25 Mar, 2025 01:55:26 PM	24 Mar, 2025 05:36:48 PM	0:04:31		Internal
597059196382			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Mar, 2025 01:18:16 PM	25 Mar, 2025 01:55:26 PM	24 Mar, 2025 05:36:48 PM	0:04:31		Internal
597059196382			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Mar, 2025 01:18:16 PM	25 Mar, 2025 01:55:26 PM	24 Mar, 2025 05:36:48 PM	0:04:31		Internal
597059196382			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Mar, 2025 01:18:16 PM	25 Mar, 2025 01:55:26 PM	24 Mar, 2025 05:36:48 PM	0:04:31		Internal
597059196382			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Mar, 2025 01:18:16 PM	25 Mar, 2025 01:55:26 PM	24 Mar, 2025 05:36:48 PM	0:04:31		Internal
597059196382			CTE_Bus_Solar		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		25 Mar, 2025 01:18:16 PM	25 Mar, 2025 01:55:26 PM	24 Mar, 2025 05:36:48 PM	0:04:31		Internal
597059196382			CTE_Bus_Solar		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Mar, 2025 01:18:16 PM	25 Mar, 2025 01:55:26 PM	24 Mar, 2025 05:36:48 PM	0:04:31		Internal
597059196382			CTE_Bus_Solar		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Mar, 2025 01:18:16 PM	25 Mar, 2025 01:55:26 PM	24 Mar, 2025 05:36:48 PM	0:04:31		Internal
597059196382			CTE_Bus_Solar		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Mar, 2025 01:18:16 PM	25 Mar, 2025 01:55:26 PM	24 Mar, 2025 05:36:48 PM	0:04:31		Internal
597058868396			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Mar, 2025 01:57:31 PM	25 Mar, 2025 02:04:07 PM	21 Mar, 2025 12:04:19 PM	0:03:26		Internal
597058868396			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Mar, 2025 01:57:31 PM	25 Mar, 2025 02:04:07 PM	21 Mar, 2025 12:04:19 PM	0:03:26		Internal
597058868396			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Mar, 2025 01:57:31 PM	25 Mar, 2025 02:04:07 PM	21 Mar, 2025 12:04:19 PM	0:03:26		Internal
597058868396			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Mar, 2025 01:57:31 PM	25 Mar, 2025 02:04:07 PM	21 Mar, 2025 12:04:19 PM	0:03:26		Internal
597058868396			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Mar, 2025 01:57:31 PM	25 Mar, 2025 02:04:07 PM	21 Mar, 2025 12:04:19 PM	0:03:26		Internal
597058868396			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Mar, 2025 01:57:31 PM	25 Mar, 2025 02:04:07 PM	21 Mar, 2025 12:04:19 PM	0:03:26		Internal
597058868396			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Mar, 2025 01:57:31 PM	25 Mar, 2025 02:04:07 PM	21 Mar, 2025 12:04:19 PM	0:03:26		Internal
597058868396			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Mar, 2025 01:57:31 PM	25 Mar, 2025 02:04:07 PM	21 Mar, 2025 12:04:19 PM	0:03:26		Internal
597058868396			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Mar, 2025 01:57:31 PM	25 Mar, 2025 02:04:07 PM	21 Mar, 2025 12:04:19 PM	0:03:26		Internal
597058868396			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Mar, 2025 01:57:31 PM	25 Mar, 2025 02:04:07 PM	21 Mar, 2025 12:04:19 PM	0:03:26		Internal
597058868396			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Mar, 2025 01:57:31 PM	25 Mar, 2025 02:04:07 PM	21 Mar, 2025 12:04:19 PM	0:03:26		Internal
597058868396			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Mar, 2025 01:57:31 PM	25 Mar, 2025 02:04:07 PM	21 Mar, 2025 12:04:19 PM	0:03:26		Internal
597058868396			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Mar, 2025 01:57:31 PM	25 Mar, 2025 02:04:07 PM	21 Mar, 2025 12:04:19 PM	0:03:26		Internal
597058868396			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Mar, 2025 01:57:31 PM	25 Mar, 2025 02:04:07 PM	21 Mar, 2025 12:04:19 PM	0:03:26		Internal
597058868396			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Mar, 2025 01:57:31 PM	25 Mar, 2025 02:04:07 PM	21 Mar, 2025 12:04:19 PM	0:03:26		Internal
597058868396			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Mar, 2025 01:57:31 PM	25 Mar, 2025 02:04:07 PM	21 Mar, 2025 12:04:19 PM	0:03:26		Internal
597058868396			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Mar, 2025 01:57:31 PM	25 Mar, 2025 02:04:07 PM	21 Mar, 2025 12:04:19 PM	0:03:26		Internal
597058868396			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Mar, 2025 01:57:31 PM	25 Mar, 2025 02:04:07 PM	21 Mar, 2025 12:04:19 PM	0:03:26		Internal

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
597058868396	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	25 Mar, 2025 01:57:31 PM	25 Mar, 2025 02:04:07 PM	21 Mar, 2025 12:04:19 PM	0:03:26		Internal
597058868396			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Mar, 2025 01:57:31 PM	25 Mar, 2025 02:04:07 PM	21 Mar, 2025 12:04:19 PM	0:03:26		Internal
597058868396			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Mar, 2025 01:57:31 PM	25 Mar, 2025 02:04:07 PM	21 Mar, 2025 12:04:19 PM	0:03:26		Internal
597058868396			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Mar, 2025 01:57:31 PM	25 Mar, 2025 02:04:07 PM	21 Mar, 2025 12:04:19 PM	0:03:26		Internal
597058868396			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		25 Mar, 2025 01:57:31 PM	25 Mar, 2025 02:04:07 PM	21 Mar, 2025 12:04:19 PM	0:03:26		Internal
597058868396			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Mar, 2025 01:57:31 PM	25 Mar, 2025 02:04:07 PM	21 Mar, 2025 12:04:19 PM	0:03:26		Internal
597058868396			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Mar, 2025 01:57:31 PM	25 Mar, 2025 02:04:07 PM	21 Mar, 2025 12:04:19 PM	0:03:26		Internal
597058868396			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Mar, 2025 01:57:31 PM	25 Mar, 2025 02:04:07 PM	21 Mar, 2025 12:04:19 PM	0:03:26		Internal
597059028040			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Mar, 2025 02:15:58 PM	25 Mar, 2025 02:20:21 PM	21 Mar, 2025 11:25:24 PM	0:03:07		Internal
597059028040			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Mar, 2025 02:15:58 PM	25 Mar, 2025 02:20:21 PM	21 Mar, 2025 11:25:24 PM	0:03:07		Internal
597059028040			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Mar, 2025 02:15:58 PM	25 Mar, 2025 02:20:21 PM	21 Mar, 2025 11:25:24 PM	0:03:07		Internal
597059028040			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Mar, 2025 02:15:58 PM	25 Mar, 2025 02:20:21 PM	21 Mar, 2025 11:25:24 PM	0:03:07		Internal
597059028040			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Mar, 2025 02:15:58 PM	25 Mar, 2025 02:20:21 PM	21 Mar, 2025 11:25:24 PM	0:03:07		Internal
597059028040			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Mar, 2025 02:15:58 PM	25 Mar, 2025 02:20:21 PM	21 Mar, 2025 11:25:24 PM	0:03:07		Internal
597059028040			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Mar, 2025 02:15:58 PM	25 Mar, 2025 02:20:21 PM	21 Mar, 2025 11:25:24 PM	0:03:07		Internal
597059028040			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Mar, 2025 02:15:58 PM	25 Mar, 2025 02:20:21 PM	21 Mar, 2025 11:25:24 PM	0:03:07		Internal
597059028040			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Mar, 2025 02:15:58 PM	25 Mar, 2025 02:20:21 PM	21 Mar, 2025 11:25:24 PM	0:03:07		Internal
597059028040			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Mar, 2025 02:15:58 PM	25 Mar, 2025 02:20:21 PM	21 Mar, 2025 11:25:24 PM	0:03:07		Internal
597059028040			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Mar, 2025 02:15:58 PM	25 Mar, 2025 02:20:21 PM	21 Mar, 2025 11:25:24 PM	0:03:07		Internal
597059028040			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Mar, 2025 02:15:58 PM	25 Mar, 2025 02:20:21 PM	21 Mar, 2025 11:25:24 PM	0:03:07		Internal
597059028040			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Mar, 2025 02:15:58 PM	25 Mar, 2025 02:20:21 PM	21 Mar, 2025 11:25:24 PM	0:03:07		Internal
597059028040			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Mar, 2025 02:15:58 PM	25 Mar, 2025 02:20:21 PM	21 Mar, 2025 11:25:24 PM	0:03:07		Internal
597059028040			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Mar, 2025 02:15:58 PM	25 Mar, 2025 02:20:21 PM	21 Mar, 2025 11:25:24 PM	0:03:07		Internal
597059028040			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Mar, 2025 02:15:58 PM	25 Mar, 2025 02:20:21 PM	21 Mar, 2025 11:25:24 PM	0:03:07		Internal
597059028040			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Mar, 2025 02:15:58 PM	25 Mar, 2025 02:20:21 PM	21 Mar, 2025 11:25:24 PM	0:03:07		Internal
597059028040			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Mar, 2025 02:15:58 PM	25 Mar, 2025 02:20:21 PM	21 Mar, 2025 11:25:24 PM	0:03:07		Internal
597059028040			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Mar, 2025 02:15:58 PM	25 Mar, 2025 02:20:21 PM	21 Mar, 2025 11:25:24 PM	0:03:07		Internal
597059028040			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Mar, 2025 02:15:58 PM	25 Mar, 2025 02:20:21 PM	21 Mar, 2025 11:25:24 PM	0:03:07		Internal
597059028040			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Mar, 2025 02:15:58 PM	25 Mar, 2025 02:20:21 PM	21 Mar, 2025 11:25:24 PM	0:03:07		Internal
597059028040			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Mar, 2025 02:15:58 PM	25 Mar, 2025 02:20:21 PM	21 Mar, 2025 11:25:24 PM	0:03:07		Internal
597059028040			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		25 Mar, 2025 02:15:58 PM	25 Mar, 2025 02:20:21 PM	21 Mar, 2025 11:25:24 PM	0:03:07		Internal
597059028040			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Mar, 2025 02:15:58 PM	25 Mar, 2025 02:20:21 PM	21 Mar, 2025 11:25:24 PM	0:03:07		Internal
597059028040			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Mar, 2025 02:15:58 PM	25 Mar, 2025 02:20:21 PM	21 Mar, 2025 11:25:24 PM	0:03:07		Internal
597059028040			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Mar, 2025 02:15:58 PM	25 Mar, 2025 02:20:21 PM	21 Mar, 2025 11:25:24 PM	0:03:07		Internal
597059028633			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Mar, 2025 02:32:44 PM	25 Mar, 2025 02:38:35 PM	21 Mar, 2025 11:44:53 PM	0:03:52		Internal
597059028633			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Mar, 2025 02:32:44 PM	25 Mar, 2025 02:38:35 PM	21 Mar, 2025 11:44:53 PM	0:03:52		Internal
597059028633			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Mar, 2025 02:32:44 PM	25 Mar, 2025 02:38:35 PM	21 Mar, 2025 11:44:53 PM	0:03:52		Internal
597059028633			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Mar, 2025 02:32:44 PM	25 Mar, 2025 02:38:35 PM	21 Mar, 2025 11:44:53 PM	0:03:52		Internal
597059028633			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Mar, 2025 02:32:44 PM	25 Mar, 2025 02:38:35 PM	21 Mar, 2025 11:44:53 PM	0:03:52		Internal
597059028633			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Mar, 2025 02:32:44 PM	25 Mar, 2025 02:38:35 PM	21 Mar, 2025 11:44:53 PM	0:03:52		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597059028633	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	25 Mar, 2025 02:32:44 PM	25 Mar, 2025 02:38:35 PM	21 Mar, 2025 11:44:53 PM	0:03:52		Internal
597059028633			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Mar, 2025 02:32:44 PM	25 Mar, 2025 02:38:35 PM	21 Mar, 2025 11:44:53 PM	0:03:52		Internal
597059028633			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Mar, 2025 02:32:44 PM	25 Mar, 2025 02:38:35 PM	21 Mar, 2025 11:44:53 PM	0:03:52		Internal
597059028633			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Mar, 2025 02:32:44 PM	25 Mar, 2025 02:38:35 PM	21 Mar, 2025 11:44:53 PM	0:03:52		Internal
597059028633			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Mar, 2025 02:32:44 PM	25 Mar, 2025 02:38:35 PM	21 Mar, 2025 11:44:53 PM	0:03:52		Internal
597059028633			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Mar, 2025 02:32:44 PM	25 Mar, 2025 02:38:35 PM	21 Mar, 2025 11:44:53 PM	0:03:52		Internal
597059028633			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Mar, 2025 02:32:44 PM	25 Mar, 2025 02:38:35 PM	21 Mar, 2025 11:44:53 PM	0:03:52		Internal
597059028633			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Mar, 2025 02:32:44 PM	25 Mar, 2025 02:38:35 PM	21 Mar, 2025 11:44:53 PM	0:03:52		Internal
597059028633			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Mar, 2025 02:32:44 PM	25 Mar, 2025 02:38:35 PM	21 Mar, 2025 11:44:53 PM	0:03:52		Internal
597059028633			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Mar, 2025 02:32:44 PM	25 Mar, 2025 02:38:35 PM	21 Mar, 2025 11:44:53 PM	0:03:52		Internal
597059028633			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Mar, 2025 02:32:44 PM	25 Mar, 2025 02:38:35 PM	21 Mar, 2025 11:44:53 PM	0:03:52		Internal
597059028633			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Mar, 2025 02:32:44 PM	25 Mar, 2025 02:38:35 PM	21 Mar, 2025 11:44:53 PM	0:03:52		Internal
597059028633			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Mar, 2025 02:32:44 PM	25 Mar, 2025 02:38:35 PM	21 Mar, 2025 11:44:53 PM	0:03:52		Internal
597059028633			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Mar, 2025 02:32:44 PM	25 Mar, 2025 02:38:35 PM	21 Mar, 2025 11:44:53 PM	0:03:52		Internal
597059028633			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Mar, 2025 02:32:44 PM	25 Mar, 2025 02:38:35 PM	21 Mar, 2025 11:44:53 PM	0:03:52		Internal
597059028633			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Mar, 2025 02:32:44 PM	25 Mar, 2025 02:38:35 PM	21 Mar, 2025 11:44:53 PM	0:03:52		Internal
597059028633			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		25 Mar, 2025 02:32:44 PM	25 Mar, 2025 02:38:35 PM	21 Mar, 2025 11:44:53 PM	0:03:52		Internal
597059028633			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Mar, 2025 02:32:44 PM	25 Mar, 2025 02:38:35 PM	21 Mar, 2025 11:44:53 PM	0:03:52		Internal
597059028633			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Mar, 2025 02:32:44 PM	25 Mar, 2025 02:38:35 PM	21 Mar, 2025 11:44:53 PM	0:03:52		Internal
597059028633			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Mar, 2025 02:32:44 PM	25 Mar, 2025 02:38:35 PM	21 Mar, 2025 11:44:53 PM	0:03:52		Internal
597059122539			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Mar, 2025 03:49:24 PM	25 Mar, 2025 03:55:45 PM	24 Mar, 2025 01:54:44 PM	0:04:04		Internal
597059122539			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Mar, 2025 03:49:24 PM	25 Mar, 2025 03:55:45 PM	24 Mar, 2025 01:54:44 PM	0:04:04		Internal
597059122539			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Mar, 2025 03:49:24 PM	25 Mar, 2025 03:55:45 PM	24 Mar, 2025 01:54:44 PM	0:04:04		Internal
597059122539			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Mar, 2025 03:49:24 PM	25 Mar, 2025 03:55:45 PM	24 Mar, 2025 01:54:44 PM	0:04:04		Internal
597059122539			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Mar, 2025 03:49:24 PM	25 Mar, 2025 03:55:45 PM	24 Mar, 2025 01:54:44 PM	0:04:04		Internal
597059122539			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Mar, 2025 03:49:24 PM	25 Mar, 2025 03:55:45 PM	24 Mar, 2025 01:54:44 PM	0:04:04		Internal
597059122539			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Mar, 2025 03:49:24 PM	25 Mar, 2025 03:55:45 PM	24 Mar, 2025 01:54:44 PM	0:04:04		Internal
597059122539			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Mar, 2025 03:49:24 PM	25 Mar, 2025 03:55:45 PM	24 Mar, 2025 01:54:44 PM	0:04:04		Internal
597059122539			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Mar, 2025 03:49:24 PM	25 Mar, 2025 03:55:45 PM	24 Mar, 2025 01:54:44 PM	0:04:04		Internal
597059122539			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Mar, 2025 03:49:24 PM	25 Mar, 2025 03:55:45 PM	24 Mar, 2025 01:54:44 PM	0:04:04		Internal
597059122539			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Mar, 2025 03:49:24 PM	25 Mar, 2025 03:55:45 PM	24 Mar, 2025 01:54:44 PM	0:04:04		Internal
597059122539			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Mar, 2025 03:49:24 PM	25 Mar, 2025 03:55:45 PM	24 Mar, 2025 01:54:44 PM	0:04:04		Internal
597059122539			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Mar, 2025 03:49:24 PM	25 Mar, 2025 03:55:45 PM	24 Mar, 2025 01:54:44 PM	0:04:04		Internal
597059122539			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Mar, 2025 03:49:24 PM	25 Mar, 2025 03:55:45 PM	24 Mar, 2025 01:54:44 PM	0:04:04		Internal
597059122539			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Mar, 2025 03:49:24 PM	25 Mar, 2025 03:55:45 PM	24 Mar, 2025 01:54:44 PM	0:04:04		Internal
597059122539			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Mar, 2025 03:49:24 PM	25 Mar, 2025 03:55:45 PM	24 Mar, 2025 01:54:44 PM	0:04:04		Internal
597059122539			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Mar, 2025 03:49:24 PM	25 Mar, 2025 03:55:45 PM	24 Mar, 2025 01:54:44 PM	0:04:04		Internal
597059122539			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Mar, 2025 03:49:24 PM	25 Mar, 2025 03:55:45 PM	24 Mar, 2025 01:54:44 PM	0:04:04		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597059122539	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	25 Mar, 2025 03:49:24 PM	25 Mar, 2025 03:55:45 PM	24 Mar, 2025 01:54:44 PM	0:04:04		Internal
597059122539			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Mar, 2025 03:49:24 PM	25 Mar, 2025 03:55:45 PM	24 Mar, 2025 01:54:44 PM	0:04:04		Internal
597059122539			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Mar, 2025 03:49:24 PM	25 Mar, 2025 03:55:45 PM	24 Mar, 2025 01:54:44 PM	0:04:04		Internal
597059122539			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Mar, 2025 03:49:24 PM	25 Mar, 2025 03:55:45 PM	24 Mar, 2025 01:54:44 PM	0:04:04		Internal
597059122539			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		25 Mar, 2025 03:49:24 PM	25 Mar, 2025 03:55:45 PM	24 Mar, 2025 01:54:44 PM	0:04:04		Internal
597059122539			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Mar, 2025 03:49:24 PM	25 Mar, 2025 03:55:45 PM	24 Mar, 2025 01:54:44 PM	0:04:04		Internal
597059122539			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Mar, 2025 03:49:24 PM	25 Mar, 2025 03:55:45 PM	24 Mar, 2025 01:54:44 PM	0:04:04		Internal
597059122539			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Mar, 2025 03:49:24 PM	25 Mar, 2025 03:55:45 PM	24 Mar, 2025 01:54:44 PM	0:04:04		Internal
597059065678			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Mar, 2025 05:31:18 AM	25 Mar, 2025 04:16:56 PM	23 Mar, 2025 05:08:08 AM	0:03:26		Internal
597059065678			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Mar, 2025 05:31:18 AM	25 Mar, 2025 04:16:56 PM	23 Mar, 2025 05:08:08 AM	0:03:26		Internal
597059065678			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Mar, 2025 05:31:18 AM	25 Mar, 2025 04:16:56 PM	23 Mar, 2025 05:08:08 AM	0:03:26		Internal
597059065678			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Mar, 2025 05:31:18 AM	25 Mar, 2025 04:16:56 PM	23 Mar, 2025 05:08:08 AM	0:03:26		Internal
597059065678			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Mar, 2025 05:31:18 AM	25 Mar, 2025 04:16:56 PM	23 Mar, 2025 05:08:08 AM	0:03:26		Internal
597059065678			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Mar, 2025 05:31:18 AM	25 Mar, 2025 04:16:56 PM	23 Mar, 2025 05:08:08 AM	0:03:26		Internal
597059065678			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Mar, 2025 05:31:18 AM	25 Mar, 2025 04:16:56 PM	23 Mar, 2025 05:08:08 AM	0:03:26		Internal
597059065678			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Mar, 2025 05:31:18 AM	25 Mar, 2025 04:16:56 PM	23 Mar, 2025 05:08:08 AM	0:03:26		Internal
597059065678			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Mar, 2025 05:31:18 AM	25 Mar, 2025 04:16:56 PM	23 Mar, 2025 05:08:08 AM	0:03:26		Internal
597059065678			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Mar, 2025 05:31:18 AM	25 Mar, 2025 04:16:56 PM	23 Mar, 2025 05:08:08 AM	0:03:26		Internal
597059065678			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Mar, 2025 05:31:18 AM	25 Mar, 2025 04:16:56 PM	23 Mar, 2025 05:08:08 AM	0:03:26		Internal
597059065678			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Mar, 2025 05:31:18 AM	25 Mar, 2025 04:16:56 PM	23 Mar, 2025 05:08:08 AM	0:03:26		Internal
597059065678			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Mar, 2025 05:31:18 AM	25 Mar, 2025 04:16:56 PM	23 Mar, 2025 05:08:08 AM	0:03:26		Internal
597059065678			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Mar, 2025 05:31:18 AM	25 Mar, 2025 04:16:56 PM	23 Mar, 2025 05:08:08 AM	0:03:26		Internal
597059065678			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Mar, 2025 05:31:18 AM	25 Mar, 2025 04:16:56 PM	23 Mar, 2025 05:08:08 AM	0:03:26		Internal
597059065678			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Mar, 2025 05:31:18 AM	25 Mar, 2025 04:16:56 PM	23 Mar, 2025 05:08:08 AM	0:03:26		Internal
597059065678			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Mar, 2025 05:31:18 AM	25 Mar, 2025 04:16:56 PM	23 Mar, 2025 05:08:08 AM	0:03:26		Internal
597059065678			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Mar, 2025 05:31:18 AM	25 Mar, 2025 04:16:56 PM	23 Mar, 2025 05:08:08 AM	0:03:26		Internal
597059065678			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Mar, 2025 05:31:18 AM	25 Mar, 2025 04:16:56 PM	23 Mar, 2025 05:08:08 AM	0:03:26		Internal
597059065678			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Mar, 2025 05:31:18 AM	25 Mar, 2025 04:16:56 PM	23 Mar, 2025 05:08:08 AM	0:03:26		Internal
597059065678			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Mar, 2025 05:31:18 AM	25 Mar, 2025 04:16:56 PM	23 Mar, 2025 05:08:08 AM	0:03:26		Internal
597059065678			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Mar, 2025 05:31:18 AM	25 Mar, 2025 04:16:56 PM	23 Mar, 2025 05:08:08 AM	0:03:26		Internal
597059065678			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		23 Mar, 2025 05:31:18 AM	25 Mar, 2025 04:16:56 PM	23 Mar, 2025 05:08:08 AM	0:03:26		Internal
597059065678			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Mar, 2025 05:31:18 AM	25 Mar, 2025 04:16:56 PM	23 Mar, 2025 05:08:08 AM	0:03:26		Internal
597059065678			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Mar, 2025 05:31:18 AM	25 Mar, 2025 04:16:56 PM	23 Mar, 2025 05:08:08 AM	0:03:26		Internal
597059065678			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Mar, 2025 05:31:18 AM	25 Mar, 2025 04:16:56 PM	23 Mar, 2025 05:08:08 AM	0:03:26		Internal
597059226213			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Mar, 2025 04:21:44 PM	25 Mar, 2025 05:09:47 PM	24 Mar, 2025 07:30:49 PM	0:04:36		Internal
597059226213			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Mar, 2025 04:21:44 PM	25 Mar, 2025 05:09:47 PM	24 Mar, 2025 07:30:49 PM	0:04:36		Internal
597059226213			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Mar, 2025 04:21:44 PM	25 Mar, 2025 05:09:47 PM	24 Mar, 2025 07:30:49 PM	0:04:36		Internal
597059226213			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Mar, 2025 04:21:44 PM	25 Mar, 2025 05:09:47 PM	24 Mar, 2025 07:30:49 PM	0:04:36		Internal
597059226213			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Mar, 2025 04:21:44 PM	25 Mar, 2025 05:09:47 PM	24 Mar, 2025 07:30:49 PM	0:04:36		Internal
597059226213			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Mar, 2025 04:21:44 PM	25 Mar, 2025 05:09:47 PM	24 Mar, 2025 07:30:49 PM	0:04:36		Internal
597059226213			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Mar, 2025 04:21:44 PM	25 Mar, 2025 05:09:47 PM	24 Mar, 2025 07:30:49 PM	0:04:36		Internal
597059226213			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Mar, 2025 04:21:44 PM	25 Mar, 2025 05:09:47 PM	24 Mar, 2025 07:30:49 PM	0:04:36		Internal
597059226213			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Mar, 2025 04:21:44 PM	25 Mar, 2025 05:09:47 PM	24 Mar, 2025 07:30:49 PM	0:04:36		Internal
597059226213			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Mar, 2025 04:21:44 PM	25 Mar, 2025 05:09:47 PM	24 Mar, 2025 07:30:49 PM	0:04:36		Internal
597059226213			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Mar, 2025 04:21:44 PM	25 Mar, 2025 05:09:47 PM	24 Mar, 2025 07:30:49 PM	0:04:36		Internal
597059226213			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Mar, 2025 04:21:44 PM	25 Mar, 2025 05:09:47 PM	24 Mar, 2025 07:30:49 PM	0:04:36		Internal
597059226213			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Mar, 2025 04:21:44 PM	25 Mar, 2025 05:09:47 PM	24 Mar, 2025 07:30:49 PM	0:04:36		Internal
597059226213			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Mar, 2025 04:21:44 PM	25 Mar, 2025 05:09:47 PM	24 Mar, 2025 07:30:49 PM	0:04:36		Internal
597059226213			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Mar, 2025 04:21:44 PM	25 Mar, 2025 05:09:47 PM	24 Mar, 2025 07:30:49 PM	0:04:36		Internal
597059226213			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Mar, 2025 04:21:44 PM	25 Mar, 2025 05:09:47 PM	24 Mar, 2025 07:30:49 PM	0:04:36		Internal
597059226213			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Mar, 2025 04:21:44 PM	25 Mar, 2025 05:09:47 PM	24 Mar, 2025 07:30:49 PM	0:04:36		Internal
597059226213			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Mar, 2025 04:21:44 PM	25 Mar, 2025 05:09:47 PM	24 Mar, 2025 07:30:49 PM	0:04:36		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597059226213	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	25 Mar, 2025 04:21:44 PM	25 Mar, 2025 05:09:47 PM	24 Mar, 2025 07:30:49 PM	0:04:36		Internal
597059226213			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Mar, 2025 04:21:44 PM	25 Mar, 2025 05:09:47 PM	24 Mar, 2025 07:30:49 PM	0:04:36		Internal
597059226213			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Mar, 2025 04:21:44 PM	25 Mar, 2025 05:09:47 PM	24 Mar, 2025 07:30:49 PM	0:04:36		Internal
597059226213			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Mar, 2025 04:21:44 PM	25 Mar, 2025 05:09:47 PM	24 Mar, 2025 07:30:49 PM	0:04:36		Internal
597059226213			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		25 Mar, 2025 04:21:44 PM	25 Mar, 2025 05:09:47 PM	24 Mar, 2025 07:30:49 PM	0:04:36		Internal
597059226213			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Mar, 2025 04:21:44 PM	25 Mar, 2025 05:09:47 PM	24 Mar, 2025 07:30:49 PM	0:04:36		Internal
597059226213			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Mar, 2025 04:21:44 PM	25 Mar, 2025 05:09:47 PM	24 Mar, 2025 07:30:49 PM	0:04:36		Internal
597059226213			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Mar, 2025 04:21:44 PM	25 Mar, 2025 05:09:47 PM	24 Mar, 2025 07:30:49 PM	0:04:36		Internal
597057943269			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Mar, 2025 11:31:00 AM	25 Mar, 2025 05:35:01 PM	13 Mar, 2025 08:22:20 PM	0:02:19		Internal
597057943269			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Mar, 2025 11:31:00 AM	25 Mar, 2025 05:35:01 PM	13 Mar, 2025 08:22:20 PM	0:02:19		Internal
597057943269			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Mar, 2025 11:31:00 AM	25 Mar, 2025 05:35:01 PM	13 Mar, 2025 08:22:20 PM	0:02:19		Internal
597057943269			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Mar, 2025 11:31:00 AM	25 Mar, 2025 05:35:01 PM	13 Mar, 2025 08:22:20 PM	0:02:19		Internal
597057943269			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Mar, 2025 11:31:00 AM	25 Mar, 2025 05:35:01 PM	13 Mar, 2025 08:22:20 PM	0:02:19		Internal
597057943269			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Mar, 2025 11:31:00 AM	25 Mar, 2025 05:35:01 PM	13 Mar, 2025 08:22:20 PM	0:02:19		Internal
597057943269			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Mar, 2025 11:31:00 AM	25 Mar, 2025 05:35:01 PM	13 Mar, 2025 08:22:20 PM	0:02:19		Internal
597057943269			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Mar, 2025 11:31:00 AM	25 Mar, 2025 05:35:01 PM	13 Mar, 2025 08:22:20 PM	0:02:19		Internal
597057943269			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Mar, 2025 11:31:00 AM	25 Mar, 2025 05:35:01 PM	13 Mar, 2025 08:22:20 PM	0:02:19		Internal
597057943269			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Mar, 2025 11:31:00 AM	25 Mar, 2025 05:35:01 PM	13 Mar, 2025 08:22:20 PM	0:02:19		Internal
597057943269			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Mar, 2025 11:31:00 AM	25 Mar, 2025 05:35:01 PM	13 Mar, 2025 08:22:20 PM	0:02:19		Internal
597057943269			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Mar, 2025 11:31:00 AM	25 Mar, 2025 05:35:01 PM	13 Mar, 2025 08:22:20 PM	0:02:19		Internal
597057943269			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Mar, 2025 11:31:00 AM	25 Mar, 2025 05:35:01 PM	13 Mar, 2025 08:22:20 PM	0:02:19		Internal
597057943269			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Mar, 2025 11:31:00 AM	25 Mar, 2025 05:35:01 PM	13 Mar, 2025 08:22:20 PM	0:02:19		Internal
597057943269			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Mar, 2025 11:31:00 AM	25 Mar, 2025 05:35:01 PM	13 Mar, 2025 08:22:20 PM	0:02:19		Internal
597057943269			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Mar, 2025 11:31:00 AM	25 Mar, 2025 05:35:01 PM	13 Mar, 2025 08:22:20 PM	0:02:19		Internal
597057943269			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Mar, 2025 11:31:00 AM	25 Mar, 2025 05:35:01 PM	13 Mar, 2025 08:22:20 PM	0:02:19		Internal
597057943269			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Mar, 2025 11:31:00 AM	25 Mar, 2025 05:35:01 PM	13 Mar, 2025 08:22:20 PM	0:02:19		Internal
597057943269			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Mar, 2025 11:31:00 AM	25 Mar, 2025 05:35:01 PM	13 Mar, 2025 08:22:20 PM	0:02:19		Internal
597057943269			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Mar, 2025 11:31:00 AM	25 Mar, 2025 05:35:01 PM	13 Mar, 2025 08:22:20 PM	0:02:19		Internal
597057943269			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Mar, 2025 11:31:00 AM	25 Mar, 2025 05:35:01 PM	13 Mar, 2025 08:22:20 PM	0:02:19		Internal
597057943269			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Mar, 2025 11:31:00 AM	25 Mar, 2025 05:35:01 PM	13 Mar, 2025 08:22:20 PM	0:02:19		Internal
597057943269			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		14 Mar, 2025 11:31:00 AM	25 Mar, 2025 05:35:01 PM	13 Mar, 2025 08:22:20 PM	0:02:19		Internal
597057943269			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Mar, 2025 11:31:00 AM	25 Mar, 2025 05:35:01 PM	13 Mar, 2025 08:22:20 PM	0:02:19		Internal
597057943269			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Mar, 2025 11:31:00 AM	25 Mar, 2025 05:35:01 PM	13 Mar, 2025 08:22:20 PM	0:02:19		Internal
597057943269			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Mar, 2025 11:31:00 AM	25 Mar, 2025 05:35:01 PM	13 Mar, 2025 08:22:20 PM	0:02:19		Internal
597058077018			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Mar, 2025 06:27:36 PM	25 Mar, 2025 06:36:07 PM	14 Mar, 2025 06:37:09 PM	0:03:02		Internal
597058077018			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Mar, 2025 06:27:36 PM	25 Mar, 2025 06:36:07 PM	14 Mar, 2025 06:37:09 PM	0:03:02		Internal
597058077018			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Mar, 2025 06:27:36 PM	25 Mar, 2025 06:36:07 PM	14 Mar, 2025 06:37:09 PM	0:03:02		Internal
597058077018			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Mar, 2025 06:27:36 PM	25 Mar, 2025 06:36:07 PM	14 Mar, 2025 06:37:09 PM	0:03:02		Internal
597058077018			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Mar, 2025 06:27:36 PM	25 Mar, 2025 06:36:07 PM	14 Mar, 2025 06:37:09 PM	0:03:02		Internal
597058077018			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Mar, 2025 06:27:36 PM	25 Mar, 2025 06:36:07 PM	14 Mar, 2025 06:37:09 PM	0:03:02		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597058077018	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	25 Mar, 2025 06:27:36 PM	25 Mar, 2025 06:36:07 PM	14 Mar, 2025 06:37:09 PM	0:03:02		Internal
597058077018			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Mar, 2025 06:27:36 PM	25 Mar, 2025 06:36:07 PM	14 Mar, 2025 06:37:09 PM	0:03:02		Internal
597058077018			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Mar, 2025 06:27:36 PM	25 Mar, 2025 06:36:07 PM	14 Mar, 2025 06:37:09 PM	0:03:02		Internal
597058077018			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Mar, 2025 06:27:36 PM	25 Mar, 2025 06:36:07 PM	14 Mar, 2025 06:37:09 PM	0:03:02		Internal
597058077018			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Mar, 2025 06:27:36 PM	25 Mar, 2025 06:36:07 PM	14 Mar, 2025 06:37:09 PM	0:03:02		Internal
597058077018			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Mar, 2025 06:27:36 PM	25 Mar, 2025 06:36:07 PM	14 Mar, 2025 06:37:09 PM	0:03:02		Internal
597058077018			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Mar, 2025 06:27:36 PM	25 Mar, 2025 06:36:07 PM	14 Mar, 2025 06:37:09 PM	0:03:02		Internal
597058077018			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Mar, 2025 06:27:36 PM	25 Mar, 2025 06:36:07 PM	14 Mar, 2025 06:37:09 PM	0:03:02		Internal
597058077018			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Mar, 2025 06:27:36 PM	25 Mar, 2025 06:36:07 PM	14 Mar, 2025 06:37:09 PM	0:03:02		Internal
597058077018			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Mar, 2025 06:27:36 PM	25 Mar, 2025 06:36:07 PM	14 Mar, 2025 06:37:09 PM	0:03:02		Internal
597058077018			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Mar, 2025 06:27:36 PM	25 Mar, 2025 06:36:07 PM	14 Mar, 2025 06:37:09 PM	0:03:02		Internal
597058077018			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Mar, 2025 06:27:36 PM	25 Mar, 2025 06:36:07 PM	14 Mar, 2025 06:37:09 PM	0:03:02		Internal
597058077018			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Mar, 2025 06:27:36 PM	25 Mar, 2025 06:36:07 PM	14 Mar, 2025 06:37:09 PM	0:03:02		Internal
597058077018			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Mar, 2025 06:27:36 PM	25 Mar, 2025 06:36:07 PM	14 Mar, 2025 06:37:09 PM	0:03:02		Internal
597058077018			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Mar, 2025 06:27:36 PM	25 Mar, 2025 06:36:07 PM	14 Mar, 2025 06:37:09 PM	0:03:02		Internal
597058077018			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Mar, 2025 06:27:36 PM	25 Mar, 2025 06:36:07 PM	14 Mar, 2025 06:37:09 PM	0:03:02		Internal
597058077018			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		25 Mar, 2025 06:27:36 PM	25 Mar, 2025 06:36:07 PM	14 Mar, 2025 06:37:09 PM	0:03:02		Internal
597058077018			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Mar, 2025 06:27:36 PM	25 Mar, 2025 06:36:07 PM	14 Mar, 2025 06:37:09 PM	0:03:02		Internal
597058077018			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Mar, 2025 06:27:36 PM	25 Mar, 2025 06:36:07 PM	14 Mar, 2025 06:37:09 PM	0:03:02		Internal
597058077018			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Mar, 2025 06:27:36 PM	25 Mar, 2025 06:36:07 PM	14 Mar, 2025 06:37:09 PM	0:03:02		Internal
597059147597			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Mar, 2025 10:31:39 PM	25 Mar, 2025 07:03:54 PM	24 Mar, 2025 03:28:18 PM	0:05:57		Internal
597059147597			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Mar, 2025 10:31:39 PM	25 Mar, 2025 07:03:54 PM	24 Mar, 2025 03:28:18 PM	0:05:57		Internal
597059147597			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Mar, 2025 10:31:39 PM	25 Mar, 2025 07:03:54 PM	24 Mar, 2025 03:28:18 PM	0:05:57		Internal
597059147597			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Mar, 2025 10:31:39 PM	25 Mar, 2025 07:03:54 PM	24 Mar, 2025 03:28:18 PM	0:05:57		Internal
597059147597			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Mar, 2025 10:31:39 PM	25 Mar, 2025 07:03:54 PM	24 Mar, 2025 03:28:18 PM	0:05:57		Internal
597059147597			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Mar, 2025 10:31:39 PM	25 Mar, 2025 07:03:54 PM	24 Mar, 2025 03:28:18 PM	0:05:57		Internal
597059147597			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Mar, 2025 10:31:39 PM	25 Mar, 2025 07:03:54 PM	24 Mar, 2025 03:28:18 PM	0:05:57		Internal
597059147597			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Mar, 2025 10:31:39 PM	25 Mar, 2025 07:03:54 PM	24 Mar, 2025 03:28:18 PM	0:05:57		Internal
597059147597			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Mar, 2025 10:31:39 PM	25 Mar, 2025 07:03:54 PM	24 Mar, 2025 03:28:18 PM	0:05:57		Internal
597059147597			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Mar, 2025 10:31:39 PM	25 Mar, 2025 07:03:54 PM	24 Mar, 2025 03:28:18 PM	0:05:57		Internal
597059147597			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Mar, 2025 10:31:39 PM	25 Mar, 2025 07:03:54 PM	24 Mar, 2025 03:28:18 PM	0:05:57		Internal
597059147597			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Mar, 2025 10:31:39 PM	25 Mar, 2025 07:03:54 PM	24 Mar, 2025 03:28:18 PM	0:05:57		Internal
597059147597			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Mar, 2025 10:31:39 PM	25 Mar, 2025 07:03:54 PM	24 Mar, 2025 03:28:18 PM	0:05:57		Internal
597059147597			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Mar, 2025 10:31:39 PM	25 Mar, 2025 07:03:54 PM	24 Mar, 2025 03:28:18 PM	0:05:57		Internal
597059147597			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Mar, 2025 10:31:39 PM	25 Mar, 2025 07:03:54 PM	24 Mar, 2025 03:28:18 PM	0:05:57		Internal
597059147597			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Mar, 2025 10:31:39 PM	25 Mar, 2025 07:03:54 PM	24 Mar, 2025 03:28:18 PM	0:05:57		Internal
597059147597			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Mar, 2025 10:31:39 PM	25 Mar, 2025 07:03:54 PM	24 Mar, 2025 03:28:18 PM	0:05:57		Internal
597059147597			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Mar, 2025 10:31:39 PM	25 Mar, 2025 07:03:54 PM	24 Mar, 2025 03:28:18 PM	0:05:57		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597059147597			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Mar, 2025 10:31:39 PM	25 Mar, 2025 07:03:54 PM	24 Mar, 2025 03:28:18 PM	0:05:57		Internal
597059147597			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Mar, 2025 10:31:39 PM	25 Mar, 2025 07:03:54 PM	24 Mar, 2025 03:28:18 PM	0:05:57		Internal
597059147597			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Mar, 2025 10:31:39 PM	25 Mar, 2025 07:03:54 PM	24 Mar, 2025 03:28:18 PM	0:05:57		Internal
597059147597			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Mar, 2025 10:31:39 PM	25 Mar, 2025 07:03:54 PM	24 Mar, 2025 03:28:18 PM	0:05:57		Internal
597059147597			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		24 Mar, 2025 10:31:39 PM	25 Mar, 2025 07:03:54 PM	24 Mar, 2025 03:28:18 PM	0:05:57		Internal
597059147597			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Mar, 2025 10:31:39 PM	25 Mar, 2025 07:03:54 PM	24 Mar, 2025 03:28:18 PM	0:05:57		Internal
597059147597			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Mar, 2025 10:31:39 PM	25 Mar, 2025 07:03:54 PM	24 Mar, 2025 03:28:18 PM	0:05:57		Internal
597059147597			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Mar, 2025 10:31:39 PM	25 Mar, 2025 07:03:54 PM	24 Mar, 2025 03:28:18 PM	0:05:57		Internal
597059258406			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Mar, 2025 06:53:40 PM	25 Mar, 2025 07:07:16 PM	24 Mar, 2025 08:55:03 PM	0:05:36		Internal
597059258406			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Mar, 2025 06:53:40 PM	25 Mar, 2025 07:07:16 PM	24 Mar, 2025 08:55:03 PM	0:05:36		Internal
597059258406			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Mar, 2025 06:53:40 PM	25 Mar, 2025 07:07:16 PM	24 Mar, 2025 08:55:03 PM	0:05:36		Internal
597059258406			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Mar, 2025 06:53:40 PM	25 Mar, 2025 07:07:16 PM	24 Mar, 2025 08:55:03 PM	0:05:36		Internal
597059258406			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Mar, 2025 06:53:40 PM	25 Mar, 2025 07:07:16 PM	24 Mar, 2025 08:55:03 PM	0:05:36		Internal
597059258406			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Mar, 2025 06:53:40 PM	25 Mar, 2025 07:07:16 PM	24 Mar, 2025 08:55:03 PM	0:05:36		Internal
597059258406			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Mar, 2025 06:53:40 PM	25 Mar, 2025 07:07:16 PM	24 Mar, 2025 08:55:03 PM	0:05:36		Internal
597059258406			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Mar, 2025 06:53:40 PM	25 Mar, 2025 07:07:16 PM	24 Mar, 2025 08:55:03 PM	0:05:36		Internal
597059258406			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Mar, 2025 06:53:40 PM	25 Mar, 2025 07:07:16 PM	24 Mar, 2025 08:55:03 PM	0:05:36		Internal
597059258406			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Mar, 2025 06:53:40 PM	25 Mar, 2025 07:07:16 PM	24 Mar, 2025 08:55:03 PM	0:05:36		Internal
597059258406			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Mar, 2025 06:53:40 PM	25 Mar, 2025 07:07:16 PM	24 Mar, 2025 08:55:03 PM	0:05:36		Internal
597059258406			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Mar, 2025 06:53:40 PM	25 Mar, 2025 07:07:16 PM	24 Mar, 2025 08:55:03 PM	0:05:36		Internal
597059258406			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Mar, 2025 06:53:40 PM	25 Mar, 2025 07:07:16 PM	24 Mar, 2025 08:55:03 PM	0:05:36		Internal
597059258406			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Mar, 2025 06:53:40 PM	25 Mar, 2025 07:07:16 PM	24 Mar, 2025 08:55:03 PM	0:05:36		Internal
597059258406			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Mar, 2025 06:53:40 PM	25 Mar, 2025 07:07:16 PM	24 Mar, 2025 08:55:03 PM	0:05:36		Internal
597059258406			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Mar, 2025 06:53:40 PM	25 Mar, 2025 07:07:16 PM	24 Mar, 2025 08:55:03 PM	0:05:36		Internal
597059258406			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Mar, 2025 06:53:40 PM	25 Mar, 2025 07:07:16 PM	24 Mar, 2025 08:55:03 PM	0:05:36		Internal
597059258406			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Mar, 2025 06:53:40 PM	25 Mar, 2025 07:07:16 PM	24 Mar, 2025 08:55:03 PM	0:05:36		Internal
597059258406			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Mar, 2025 06:53:40 PM	25 Mar, 2025 07:07:16 PM	24 Mar, 2025 08:55:03 PM	0:05:36		Internal
597059258406			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Mar, 2025 06:53:40 PM	25 Mar, 2025 07:07:16 PM	24 Mar, 2025 08:55:03 PM	0:05:36		Internal
597059258406			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Mar, 2025 06:53:40 PM	25 Mar, 2025 07:07:16 PM	24 Mar, 2025 08:55:03 PM	0:05:36		Internal
597059258406			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Mar, 2025 06:53:40 PM	25 Mar, 2025 07:07:16 PM	24 Mar, 2025 08:55:03 PM	0:05:36		Internal
597059258406			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		25 Mar, 2025 06:53:40 PM	25 Mar, 2025 07:07:16 PM	24 Mar, 2025 08:55:03 PM	0:05:36		Internal
597059258406			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Mar, 2025 06:53:40 PM	25 Mar, 2025 07:07:16 PM	24 Mar, 2025 08:55:03 PM	0:05:36		Internal
597059258406			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Mar, 2025 06:53:40 PM	25 Mar, 2025 07:07:16 PM	24 Mar, 2025 08:55:03 PM	0:05:36		Internal
597059258406			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Mar, 2025 06:53:40 PM	25 Mar, 2025 07:07:16 PM	24 Mar, 2025 08:55:03 PM	0:05:36		Internal
597058725105			CTE_Bus_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Mar, 2025 06:45:36 PM	25 Mar, 2025 07:08:05 PM	20 Mar, 2025 01:32:28 PM	0:03:57		Internal
597058725105			CTE_Bus_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Mar, 2025 06:45:36 PM	25 Mar, 2025 07:08:05 PM	20 Mar, 2025 01:32:28 PM	0:03:57		Internal
597058725105			CTE_Bus_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Mar, 2025 06:45:36 PM	25 Mar, 2025 07:08:05 PM	20 Mar, 2025 01:32:28 PM	0:03:57		Internal
597058725105			CTE_Bus_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Mar, 2025 06:45:36 PM	25 Mar, 2025 07:08:05 PM	20 Mar, 2025 01:32:28 PM	0:03:57		Internal
597058725105			CTE_Bus_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Mar, 2025 06:45:36 PM	25 Mar, 2025 07:08:05 PM	20 Mar, 2025 01:32:28 PM	0:03:57		Internal
597058725105			CTE_Bus_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Mar, 2025 06:45:36 PM	25 Mar, 2025 07:08:05 PM	20 Mar, 2025 01:32:28 PM	0:03:57		Internal
597058725105			CTE_Bus_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Mar, 2025 06:45:36 PM	25 Mar, 2025 07:08:05 PM	20 Mar, 2025 01:32:28 PM	0:03:57		Internal
597058725105			CTE_Bus_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Mar, 2025 06:45:36 PM	25 Mar, 2025 07:08:05 PM	20 Mar, 2025 01:32:28 PM	0:03:57		Internal
597058725105			CTE_Bus_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Mar, 2025 06:45:36 PM	25 Mar, 2025 07:08:05 PM	20 Mar, 2025 01:32:28 PM	0:03:57		Internal
597058725105			CTE_Bus_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Mar, 2025 06:45:36 PM	25 Mar, 2025 07:08:05 PM	20 Mar, 2025 01:32:28 PM	0:03:57		Internal
597058725105			CTE_Bus_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Mar, 2025 06:45:36 PM	25 Mar, 2025 07:08:05 PM	20 Mar, 2025 01:32:28 PM	0:03:57		Internal
597058725105			CTE_Bus_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Mar, 2025 06:45:36 PM	25 Mar, 2025 07:08:05 PM	20 Mar, 2025 01:32:28 PM	0:03:57		Internal
597058725105			CTE_Bus_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Mar, 2025 06:45:36 PM	25 Mar, 2025 07:08:05 PM	20 Mar, 2025 01:32:28 PM	0:03:57		Internal
597058725105			CTE_Bus_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Mar, 2025 06:45:36 PM	25 Mar, 2025 07:08:05 PM	20 Mar, 2025 01:32:28 PM	0:03:57		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597058725105	[redacted]	[redacted]	CTE_Bus_Outage	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	25 Mar, 2025 06:45:36 PM	25 Mar, 2025 07:08:05 PM	20 Mar, 2025 01:32:28 PM	0:03:57		Internal
597058725105			CTE_Bus_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Mar, 2025 06:45:36 PM	25 Mar, 2025 07:08:05 PM	20 Mar, 2025 01:32:28 PM	0:03:57		Internal
597058725105			CTE_Bus_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Mar, 2025 06:45:36 PM	25 Mar, 2025 07:08:05 PM	20 Mar, 2025 01:32:28 PM	0:03:57		Internal
597058725105			CTE_Bus_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Mar, 2025 06:45:36 PM	25 Mar, 2025 07:08:05 PM	20 Mar, 2025 01:32:28 PM	0:03:57		Internal
597058725105			CTE_Bus_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Mar, 2025 06:45:36 PM	25 Mar, 2025 07:08:05 PM	20 Mar, 2025 01:32:28 PM	0:03:57		Internal
597058725105			CTE_Bus_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Mar, 2025 06:45:36 PM	25 Mar, 2025 07:08:05 PM	20 Mar, 2025 01:32:28 PM	0:03:57		Internal
597058725105			CTE_Bus_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Mar, 2025 06:45:36 PM	25 Mar, 2025 07:08:05 PM	20 Mar, 2025 01:32:28 PM	0:03:57		Internal
597058725105			CTE_Bus_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Mar, 2025 06:45:36 PM	25 Mar, 2025 07:08:05 PM	20 Mar, 2025 01:32:28 PM	0:03:57		Internal
597058725105			CTE_Bus_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		25 Mar, 2025 06:45:36 PM	25 Mar, 2025 07:08:05 PM	20 Mar, 2025 01:32:28 PM	0:03:57		Internal
597058725105			CTE_Bus_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Mar, 2025 06:45:36 PM	25 Mar, 2025 07:08:05 PM	20 Mar, 2025 01:32:28 PM	0:03:57		Internal
597058725105			CTE_Bus_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Mar, 2025 06:45:36 PM	25 Mar, 2025 07:08:05 PM	20 Mar, 2025 01:32:28 PM	0:03:57		Internal
597058725105			CTE_Bus_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Mar, 2025 06:45:36 PM	25 Mar, 2025 07:08:05 PM	20 Mar, 2025 01:32:28 PM	0:03:57		Internal
597059115052			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Mar, 2025 07:09:47 PM	25 Mar, 2025 07:17:39 PM	24 Mar, 2025 01:31:59 PM	0:03:34		Internal
597059115052			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Mar, 2025 07:09:47 PM	25 Mar, 2025 07:17:39 PM	24 Mar, 2025 01:31:59 PM	0:03:34		Internal
597059115052			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Mar, 2025 07:09:47 PM	25 Mar, 2025 07:17:39 PM	24 Mar, 2025 01:31:59 PM	0:03:34		Internal
597059115052			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Mar, 2025 07:09:47 PM	25 Mar, 2025 07:17:39 PM	24 Mar, 2025 01:31:59 PM	0:03:34		Internal
597059115052			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Mar, 2025 07:09:47 PM	25 Mar, 2025 07:17:39 PM	24 Mar, 2025 01:31:59 PM	0:03:34		Internal
597059115052			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Mar, 2025 07:09:47 PM	25 Mar, 2025 07:17:39 PM	24 Mar, 2025 01:31:59 PM	0:03:34		Internal
597059115052			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Mar, 2025 07:09:47 PM	25 Mar, 2025 07:17:39 PM	24 Mar, 2025 01:31:59 PM	0:03:34		Internal
597059115052			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Mar, 2025 07:09:47 PM	25 Mar, 2025 07:17:39 PM	24 Mar, 2025 01:31:59 PM	0:03:34		Internal
597059115052			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Mar, 2025 07:09:47 PM	25 Mar, 2025 07:17:39 PM	24 Mar, 2025 01:31:59 PM	0:03:34		Internal
597059115052			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Mar, 2025 07:09:47 PM	25 Mar, 2025 07:17:39 PM	24 Mar, 2025 01:31:59 PM	0:03:34		Internal
597059115052			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Mar, 2025 07:09:47 PM	25 Mar, 2025 07:17:39 PM	24 Mar, 2025 01:31:59 PM	0:03:34		Internal
597059115052			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Mar, 2025 07:09:47 PM	25 Mar, 2025 07:17:39 PM	24 Mar, 2025 01:31:59 PM	0:03:34		Internal
597059115052			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Mar, 2025 07:09:47 PM	25 Mar, 2025 07:17:39 PM	24 Mar, 2025 01:31:59 PM	0:03:34		Internal
597059115052			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Mar, 2025 07:09:47 PM	25 Mar, 2025 07:17:39 PM	24 Mar, 2025 01:31:59 PM	0:03:34		Internal
597059115052			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Mar, 2025 07:09:47 PM	25 Mar, 2025 07:17:39 PM	24 Mar, 2025 01:31:59 PM	0:03:34		Internal
597059115052			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Mar, 2025 07:09:47 PM	25 Mar, 2025 07:17:39 PM	24 Mar, 2025 01:31:59 PM	0:03:34		Internal
597059115052			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Mar, 2025 07:09:47 PM	25 Mar, 2025 07:17:39 PM	24 Mar, 2025 01:31:59 PM	0:03:34		Internal
597059115052			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Mar, 2025 07:09:47 PM	25 Mar, 2025 07:17:39 PM	24 Mar, 2025 01:31:59 PM	0:03:34		Internal
597059115052			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Mar, 2025 07:09:47 PM	25 Mar, 2025 07:17:39 PM	24 Mar, 2025 01:31:59 PM	0:03:34		Internal
597059115052			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Mar, 2025 07:09:47 PM	25 Mar, 2025 07:17:39 PM	24 Mar, 2025 01:31:59 PM	0:03:34		Internal
597059115052			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Mar, 2025 07:09:47 PM	25 Mar, 2025 07:17:39 PM	24 Mar, 2025 01:31:59 PM	0:03:34		Internal
597059115052			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Mar, 2025 07:09:47 PM	25 Mar, 2025 07:17:39 PM	24 Mar, 2025 01:31:59 PM	0:03:34		Internal
597059115052			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		25 Mar, 2025 07:09:47 PM	25 Mar, 2025 07:17:39 PM	24 Mar, 2025 01:31:59 PM	0:03:34		Internal
597059115052			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Mar, 2025 07:09:47 PM	25 Mar, 2025 07:17:39 PM	24 Mar, 2025 01:31:59 PM	0:03:34		Internal
597059115052			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Mar, 2025 07:09:47 PM	25 Mar, 2025 07:17:39 PM	24 Mar, 2025 01:31:59 PM	0:03:34		Internal
597059115052			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Mar, 2025 07:09:47 PM	25 Mar, 2025 07:17:39 PM	24 Mar, 2025 01:31:59 PM	0:03:34		Internal
597058397856			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Mar, 2025 04:07:53 PM	25 Mar, 2025 07:32:53 PM	18 Mar, 2025 01:42:54 PM	0:07:04		Internal
597058397856			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Mar, 2025 04:07:53 PM	25 Mar, 2025 07:32:53 PM	18 Mar, 2025 01:42:54 PM	0:07:04		Internal
597058397856			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Mar, 2025 04:07:53 PM	25 Mar, 2025 07:32:53 PM	18 Mar, 2025 01:42:54 PM	0:07:04		Internal
597058397856			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Mar, 2025 04:07:53 PM	25 Mar, 2025 07:32:53 PM	18 Mar, 2025 01:42:54 PM	0:07:04		Internal
597058397856			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Mar, 2025 04:07:53 PM	25 Mar, 2025 07:32:53 PM	18 Mar, 2025 01:42:54 PM	0:07:04		Internal
597058397856			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Mar, 2025 04:07:53 PM	25 Mar, 2025 07:32:53 PM	18 Mar, 2025 01:42:54 PM	0:07:04		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597058397856	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	25 Mar, 2025 04:07:53 PM	25 Mar, 2025 07:32:53 PM	18 Mar, 2025 01:42:54 PM	0:07:04		Internal
597058397856			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Mar, 2025 04:07:53 PM	25 Mar, 2025 07:32:53 PM	18 Mar, 2025 01:42:54 PM	0:07:04		Internal
597058397856			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Mar, 2025 04:07:53 PM	25 Mar, 2025 07:32:53 PM	18 Mar, 2025 01:42:54 PM	0:07:04		Internal
597058397856			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Mar, 2025 04:07:53 PM	25 Mar, 2025 07:32:53 PM	18 Mar, 2025 01:42:54 PM	0:07:04		Internal
597058397856			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Mar, 2025 04:07:53 PM	25 Mar, 2025 07:32:53 PM	18 Mar, 2025 01:42:54 PM	0:07:04		Internal
597058397856			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Mar, 2025 04:07:53 PM	25 Mar, 2025 07:32:53 PM	18 Mar, 2025 01:42:54 PM	0:07:04		Internal
597058397856			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Mar, 2025 04:07:53 PM	25 Mar, 2025 07:32:53 PM	18 Mar, 2025 01:42:54 PM	0:07:04		Internal
597058397856			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Mar, 2025 04:07:53 PM	25 Mar, 2025 07:32:53 PM	18 Mar, 2025 01:42:54 PM	0:07:04		Internal
597058397856			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Mar, 2025 04:07:53 PM	25 Mar, 2025 07:32:53 PM	18 Mar, 2025 01:42:54 PM	0:07:04		Internal
597058397856			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Mar, 2025 04:07:53 PM	25 Mar, 2025 07:32:53 PM	18 Mar, 2025 01:42:54 PM	0:07:04		Internal
597058397856			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Mar, 2025 04:07:53 PM	25 Mar, 2025 07:32:53 PM	18 Mar, 2025 01:42:54 PM	0:07:04		Internal
597058397856			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Mar, 2025 04:07:53 PM	25 Mar, 2025 07:32:53 PM	18 Mar, 2025 01:42:54 PM	0:07:04		Internal
597058397856			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Mar, 2025 04:07:53 PM	25 Mar, 2025 07:32:53 PM	18 Mar, 2025 01:42:54 PM	0:07:04		Internal
597058397856			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Mar, 2025 04:07:53 PM	25 Mar, 2025 07:32:53 PM	18 Mar, 2025 01:42:54 PM	0:07:04		Internal
597058397856			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Mar, 2025 04:07:53 PM	25 Mar, 2025 07:32:53 PM	18 Mar, 2025 01:42:54 PM	0:07:04		Internal
597058397856			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Mar, 2025 04:07:53 PM	25 Mar, 2025 07:32:53 PM	18 Mar, 2025 01:42:54 PM	0:07:04		Internal
597058397856			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		25 Mar, 2025 04:07:53 PM	25 Mar, 2025 07:32:53 PM	18 Mar, 2025 01:42:54 PM	0:07:04		Internal
597058397856			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Mar, 2025 04:07:53 PM	25 Mar, 2025 07:32:53 PM	18 Mar, 2025 01:42:54 PM	0:07:04		Internal
597058397856			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Mar, 2025 04:07:53 PM	25 Mar, 2025 07:32:53 PM	18 Mar, 2025 01:42:54 PM	0:07:04		Internal
597058397856			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Mar, 2025 04:07:53 PM	25 Mar, 2025 07:32:53 PM	18 Mar, 2025 01:42:54 PM	0:07:04		Internal
596116394464			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Mar, 2025 07:18:27 PM	25 Mar, 2025 07:58:06 PM	10 Mar, 2025 06:18:23 PM	0:05:51		Internal
596116394464			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Mar, 2025 07:18:27 PM	25 Mar, 2025 07:58:06 PM	10 Mar, 2025 06:18:23 PM	0:05:51		Internal
596116394464			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Mar, 2025 07:18:27 PM	25 Mar, 2025 07:58:06 PM	10 Mar, 2025 06:18:23 PM	0:05:51		Internal
596116394464			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Mar, 2025 07:18:27 PM	25 Mar, 2025 07:58:06 PM	10 Mar, 2025 06:18:23 PM	0:05:51		Internal
596116394464			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Mar, 2025 07:18:27 PM	25 Mar, 2025 07:58:06 PM	10 Mar, 2025 06:18:23 PM	0:05:51		Internal
596116394464			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Mar, 2025 07:18:27 PM	25 Mar, 2025 07:58:06 PM	10 Mar, 2025 06:18:23 PM	0:05:51		Internal
596116394464			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Mar, 2025 07:18:27 PM	25 Mar, 2025 07:58:06 PM	10 Mar, 2025 06:18:23 PM	0:05:51		Internal
596116394464			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Mar, 2025 07:18:27 PM	25 Mar, 2025 07:58:06 PM	10 Mar, 2025 06:18:23 PM	0:05:51		Internal
596116394464			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Mar, 2025 07:18:27 PM	25 Mar, 2025 07:58:06 PM	10 Mar, 2025 06:18:23 PM	0:05:51		Internal
596116394464			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Mar, 2025 07:18:27 PM	25 Mar, 2025 07:58:06 PM	10 Mar, 2025 06:18:23 PM	0:05:51		Internal
596116394464			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Mar, 2025 07:18:27 PM	25 Mar, 2025 07:58:06 PM	10 Mar, 2025 06:18:23 PM	0:05:51		Internal
596116394464			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Mar, 2025 07:18:27 PM	25 Mar, 2025 07:58:06 PM	10 Mar, 2025 06:18:23 PM	0:05:51		Internal
596116394464			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Mar, 2025 07:18:27 PM	25 Mar, 2025 07:58:06 PM	10 Mar, 2025 06:18:23 PM	0:05:51		Internal
596116394464			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Mar, 2025 07:18:27 PM	25 Mar, 2025 07:58:06 PM	10 Mar, 2025 06:18:23 PM	0:05:51		Internal
596116394464			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Mar, 2025 07:18:27 PM	25 Mar, 2025 07:58:06 PM	10 Mar, 2025 06:18:23 PM	0:05:51		Internal
596116394464			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Mar, 2025 07:18:27 PM	25 Mar, 2025 07:58:06 PM	10 Mar, 2025 06:18:23 PM	0:05:51		Internal
596116394464			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Mar, 2025 07:18:27 PM	25 Mar, 2025 07:58:06 PM	10 Mar, 2025 06:18:23 PM	0:05:51		Internal
596116394464			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Mar, 2025 07:18:27 PM	25 Mar, 2025 07:58:06 PM	10 Mar, 2025 06:18:23 PM	0:05:51		Internal
596116394464			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Mar, 2025 07:18:27 PM	25 Mar, 2025 07:58:06 PM	10 Mar, 2025 06:18:23 PM	0:05:51		Internal
596116394464			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Mar, 2025 07:18:27 PM	25 Mar, 2025 07:58:06 PM	10 Mar, 2025 06:18:23 PM	0:05:51		Internal
596116394464			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Mar, 2025 07:18:27 PM	25 Mar, 2025 07:58:06 PM	10 Mar, 2025 06:18:23 PM	0:05:51		Internal
596116394464			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Mar, 2025 07:18:27 PM	25 Mar, 2025 07:58:06 PM	10 Mar, 2025 06:18:23 PM	0:05:51		Internal
596116394464			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		25 Mar, 2025 07:18:27 PM	25 Mar, 2025 07:58:06 PM	10 Mar, 2025 06:18:23 PM	0:05:51		Internal
596116394464			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Mar, 2025 07:18:27 PM	25 Mar, 2025 07:58:06 PM	10 Mar, 2025 06:18:23 PM	0:05:51		Internal
596116394464			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Mar, 2025 07:18:27 PM	25 Mar, 2025 07:58:06 PM	10 Mar, 2025 06:18:23 PM	0:05:51		Internal
596116394464			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Mar, 2025 07:18:27 PM	25 Mar, 2025 07:58:06 PM	10 Mar, 2025 06:18:23 PM	0:05:51		Internal
597058381087			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Mar, 2025 10:14:39 PM	25 Mar, 2025 08:05:09 PM	18 Mar, 2025 11:53:39 AM	0:02:19		Internal
597058381087			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Mar, 2025 10:14:39 PM	25 Mar, 2025 08:05:09 PM	18 Mar, 2025 11:53:39 AM	0:02:19		Internal
597058381087			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Mar, 2025 10:14:39 PM	25 Mar, 2025 08:05:09 PM	18 Mar, 2025 11:53:39 AM	0:02:19		Internal
597058381087			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Mar, 2025 10:14:39 PM	25 Mar, 2025 08:05:09 PM	18 Mar, 2025 11:53:39 AM	0:02:19		Internal
597058381087			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Mar, 2025 10:14:39 PM	25 Mar, 2025 08:05:09 PM	18 Mar, 2025 11:53:39 AM	0:02:19		Internal
597058381087			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Mar, 2025 10:14:39 PM	25 Mar, 2025 08:05:09 PM	18 Mar, 2025 11:53:39 AM	0:02:19		Internal
597058381087			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Mar, 2025 10:14:39 PM	25 Mar, 2025 08:05:09 PM	18 Mar, 2025 11:53:39 AM	0:02:19		Internal
597058381087			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Mar, 2025 10:14:39 PM	25 Mar, 2025 08:05:09 PM	18 Mar, 2025 11:53:39 AM	0:02:19		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597058381087	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	[redacted]	18 Mar, 2025 10:14:39 PM	25 Mar, 2025 08:05:09 PM	18 Mar, 2025 11:53:39 AM	0:02:19		Internal
597058381087			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Mar, 2025 10:14:39 PM	25 Mar, 2025 08:05:09 PM	18 Mar, 2025 11:53:39 AM	0:02:19		Internal
597058381087			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Mar, 2025 10:14:39 PM	25 Mar, 2025 08:05:09 PM	18 Mar, 2025 11:53:39 AM	0:02:19		Internal
597058381087			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Mar, 2025 10:14:39 PM	25 Mar, 2025 08:05:09 PM	18 Mar, 2025 11:53:39 AM	0:02:19		Internal
597058381087			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Mar, 2025 10:14:39 PM	25 Mar, 2025 08:05:09 PM	18 Mar, 2025 11:53:39 AM	0:02:19		Internal
597058381087			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Mar, 2025 10:14:39 PM	25 Mar, 2025 08:05:09 PM	18 Mar, 2025 11:53:39 AM	0:02:19		Internal
597058381087			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Mar, 2025 10:14:39 PM	25 Mar, 2025 08:05:09 PM	18 Mar, 2025 11:53:39 AM	0:02:19		Internal
597058381087			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Mar, 2025 10:14:39 PM	25 Mar, 2025 08:05:09 PM	18 Mar, 2025 11:53:39 AM	0:02:19		Internal
597058381087			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Mar, 2025 10:14:39 PM	25 Mar, 2025 08:05:09 PM	18 Mar, 2025 11:53:39 AM	0:02:19		Internal
597058381087			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Mar, 2025 10:14:39 PM	25 Mar, 2025 08:05:09 PM	18 Mar, 2025 11:53:39 AM	0:02:19		Internal
597058381087			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Mar, 2025 10:14:39 PM	25 Mar, 2025 08:05:09 PM	18 Mar, 2025 11:53:39 AM	0:02:19		Internal
597058381087			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Mar, 2025 10:14:39 PM	25 Mar, 2025 08:05:09 PM	18 Mar, 2025 11:53:39 AM	0:02:19		Internal
597058381087			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Mar, 2025 10:14:39 PM	25 Mar, 2025 08:05:09 PM	18 Mar, 2025 11:53:39 AM	0:02:19		Internal
597058381087			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Mar, 2025 10:14:39 PM	25 Mar, 2025 08:05:09 PM	18 Mar, 2025 11:53:39 AM	0:02:19		Internal
597058381087			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		18 Mar, 2025 10:14:39 PM	25 Mar, 2025 08:05:09 PM	18 Mar, 2025 11:53:39 AM	0:02:19		Internal
597058381087			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Mar, 2025 10:14:39 PM	25 Mar, 2025 08:05:09 PM	18 Mar, 2025 11:53:39 AM	0:02:19		Internal
597058381087			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Mar, 2025 10:14:39 PM	25 Mar, 2025 08:05:09 PM	18 Mar, 2025 11:53:39 AM	0:02:19		Internal
597058381087			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Mar, 2025 10:14:39 PM	25 Mar, 2025 08:05:09 PM	18 Mar, 2025 11:53:39 AM	0:02:19		Internal
597058191604			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Mar, 2025 08:01:22 AM	25 Mar, 2025 08:46:39 PM	17 Mar, 2025 07:09:56 AM	0:06:44		Internal
597058191604			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Mar, 2025 08:01:22 AM	25 Mar, 2025 08:46:39 PM	17 Mar, 2025 07:09:56 AM	0:06:44		Internal
597058191604			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Mar, 2025 08:01:22 AM	25 Mar, 2025 08:46:39 PM	17 Mar, 2025 07:09:56 AM	0:06:44		Internal
597058191604			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Mar, 2025 08:01:22 AM	25 Mar, 2025 08:46:39 PM	17 Mar, 2025 07:09:56 AM	0:06:44		Internal
597058191604			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Mar, 2025 08:01:22 AM	25 Mar, 2025 08:46:39 PM	17 Mar, 2025 07:09:56 AM	0:06:44		Internal
597058191604			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Mar, 2025 08:01:22 AM	25 Mar, 2025 08:46:39 PM	17 Mar, 2025 07:09:56 AM	0:06:44		Internal
597058191604			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Mar, 2025 08:01:22 AM	25 Mar, 2025 08:46:39 PM	17 Mar, 2025 07:09:56 AM	0:06:44		Internal
597058191604			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Mar, 2025 08:01:22 AM	25 Mar, 2025 08:46:39 PM	17 Mar, 2025 07:09:56 AM	0:06:44		Internal
597058191604			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Mar, 2025 08:01:22 AM	25 Mar, 2025 08:46:39 PM	17 Mar, 2025 07:09:56 AM	0:06:44		Internal
597058191604			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Mar, 2025 08:01:22 AM	25 Mar, 2025 08:46:39 PM	17 Mar, 2025 07:09:56 AM	0:06:44		Internal
597058191604			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Mar, 2025 08:01:22 AM	25 Mar, 2025 08:46:39 PM	17 Mar, 2025 07:09:56 AM	0:06:44		Internal
597058191604			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Mar, 2025 08:01:22 AM	25 Mar, 2025 08:46:39 PM	17 Mar, 2025 07:09:56 AM	0:06:44		Internal
597058191604			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Mar, 2025 08:01:22 AM	25 Mar, 2025 08:46:39 PM	17 Mar, 2025 07:09:56 AM	0:06:44		Internal
597058191604			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Mar, 2025 08:01:22 AM	25 Mar, 2025 08:46:39 PM	17 Mar, 2025 07:09:56 AM	0:06:44		Internal
597058191604			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Mar, 2025 08:01:22 AM	25 Mar, 2025 08:46:39 PM	17 Mar, 2025 07:09:56 AM	0:06:44		Internal
597058191604			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Mar, 2025 08:01:22 AM	25 Mar, 2025 08:46:39 PM	17 Mar, 2025 07:09:56 AM	0:06:44		Internal
597058191604			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Mar, 2025 08:01:22 AM	25 Mar, 2025 08:46:39 PM	17 Mar, 2025 07:09:56 AM	0:06:44		Internal
597058191604			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Mar, 2025 08:01:22 AM	25 Mar, 2025 08:46:39 PM	17 Mar, 2025 07:09:56 AM	0:06:44		Internal
597058191604			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Mar, 2025 08:01:22 AM	25 Mar, 2025 08:46:39 PM	17 Mar, 2025 07:09:56 AM	0:06:44		Internal
597058191604			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Mar, 2025 08:01:22 AM	25 Mar, 2025 08:46:39 PM	17 Mar, 2025 07:09:56 AM	0:06:44		Internal
597058191604			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Mar, 2025 08:01:22 AM	25 Mar, 2025 08:46:39 PM	17 Mar, 2025 07:09:56 AM	0:06:44		Internal
597058191604			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Mar, 2025 08:01:22 AM	25 Mar, 2025 08:46:39 PM	17 Mar, 2025 07:09:56 AM	0:06:44		Internal
597058191604			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		17 Mar, 2025 08:01:22 AM	25 Mar, 2025 08:46:39 PM	17 Mar, 2025 07:09:56 AM	0:06:44		Internal
597058191604			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Mar, 2025 08:01:22 AM	25 Mar, 2025 08:46:39 PM	17 Mar, 2025 07:09:56 AM	0:06:44		Internal
597058191604			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Mar, 2025 08:01:22 AM	25 Mar, 2025 08:46:39 PM	17 Mar, 2025 07:09:56 AM	0:06:44		Internal
597058191604			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Mar, 2025 08:01:22 AM	25 Mar, 2025 08:46:39 PM	17 Mar, 2025 07:09:56 AM	0:06:44		Internal
597059242472			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Mar, 2025 12:43:37 PM	26 Mar, 2025 12:46:28 PM	24 Mar, 2025 08:20:23 PM	0:03:00		Internal
597059242472			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Mar, 2025 12:43:37 PM	26 Mar, 2025 12:46:28 PM	24 Mar, 2025 08:20:23 PM	0:03:00		Internal
597059242472			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Mar, 2025 12:43:37 PM	26 Mar, 2025 12:46:28 PM	24 Mar, 2025 08:20:23 PM	0:03:00		Internal
597059242472			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Mar, 2025 12:43:37 PM	26 Mar, 2025 12:46:28 PM	24 Mar, 2025 08:20:23 PM	0:03:00		Internal
597059242472			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Mar, 2025 12:43:37 PM	26 Mar, 2025 12:46:28 PM	24 Mar, 2025 08:20:23 PM	0:03:00		Internal
597059242472			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Mar, 2025 12:43:37 PM	26 Mar, 2025 12:46:28 PM	24 Mar, 2025 08:20:23 PM	0:03:00		Internal
597059242472			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Mar, 2025 12:43:37 PM	26 Mar, 2025 12:46:28 PM	24 Mar, 2025 08:20:23 PM	0:03:00		Internal
597059242472			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Mar, 2025 12:43:37 PM	26 Mar, 2025 12:46:28 PM	24 Mar, 2025 08:20:23 PM	0:03:00		Internal
597059242472			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Mar, 2025 12:43:37 PM	26 Mar, 2025 12:46:28 PM	24 Mar, 2025 08:20:23 PM	0:03:00		Internal
597059242472			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Mar, 2025 12:43:37 PM	26 Mar, 2025 12:46:28 PM	24 Mar, 2025 08:20:23 PM	0:03:00		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597059242472	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	26 Mar, 2025 12:43:37 PM	26 Mar, 2025 12:46:28 PM	24 Mar, 2025 08:20:23 PM	0:03:00		Internal
597059242472			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Mar, 2025 12:43:37 PM	26 Mar, 2025 12:46:28 PM	24 Mar, 2025 08:20:23 PM	0:03:00		Internal
597059242472			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Mar, 2025 12:43:37 PM	26 Mar, 2025 12:46:28 PM	24 Mar, 2025 08:20:23 PM	0:03:00		Internal
597059242472			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Mar, 2025 12:43:37 PM	26 Mar, 2025 12:46:28 PM	24 Mar, 2025 08:20:23 PM	0:03:00		Internal
597059242472			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Mar, 2025 12:43:37 PM	26 Mar, 2025 12:46:28 PM	24 Mar, 2025 08:20:23 PM	0:03:00		Internal
597059242472			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Mar, 2025 12:43:37 PM	26 Mar, 2025 12:46:28 PM	24 Mar, 2025 08:20:23 PM	0:03:00		Internal
597059242472			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Mar, 2025 12:43:37 PM	26 Mar, 2025 12:46:28 PM	24 Mar, 2025 08:20:23 PM	0:03:00		Internal
597059242472			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Mar, 2025 12:43:37 PM	26 Mar, 2025 12:46:28 PM	24 Mar, 2025 08:20:23 PM	0:03:00		Internal
597059242472			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Mar, 2025 12:43:37 PM	26 Mar, 2025 12:46:28 PM	24 Mar, 2025 08:20:23 PM	0:03:00		Internal
597059242472			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Mar, 2025 12:43:37 PM	26 Mar, 2025 12:46:28 PM	24 Mar, 2025 08:20:23 PM	0:03:00		Internal
597059242472			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Mar, 2025 12:43:37 PM	26 Mar, 2025 12:46:28 PM	24 Mar, 2025 08:20:23 PM	0:03:00		Internal
597059242472			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Mar, 2025 12:43:37 PM	26 Mar, 2025 12:46:28 PM	24 Mar, 2025 08:20:23 PM	0:03:00		Internal
597059242472			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		26 Mar, 2025 12:43:37 PM	26 Mar, 2025 12:46:28 PM	24 Mar, 2025 08:20:23 PM	0:03:00		Internal
597059242472			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Mar, 2025 12:43:37 PM	26 Mar, 2025 12:46:28 PM	24 Mar, 2025 08:20:23 PM	0:03:00		Internal
597059242472			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Mar, 2025 12:43:37 PM	26 Mar, 2025 12:46:28 PM	24 Mar, 2025 08:20:23 PM	0:03:00		Internal
597059242472			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Mar, 2025 12:43:37 PM	26 Mar, 2025 12:46:28 PM	24 Mar, 2025 08:20:23 PM	0:03:00		Internal
597058438351			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Mar, 2025 07:47:17 PM	26 Mar, 2025 12:56:34 PM	18 Mar, 2025 05:40:01 PM	0:04:04		Internal
597058438351			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Mar, 2025 07:47:17 PM	26 Mar, 2025 12:56:34 PM	18 Mar, 2025 05:40:01 PM	0:04:04		Internal
597058438351			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Mar, 2025 07:47:17 PM	26 Mar, 2025 12:56:34 PM	18 Mar, 2025 05:40:01 PM	0:04:04		Internal
597058438351			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Mar, 2025 07:47:17 PM	26 Mar, 2025 12:56:34 PM	18 Mar, 2025 05:40:01 PM	0:04:04		Internal
597058438351			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Mar, 2025 07:47:17 PM	26 Mar, 2025 12:56:34 PM	18 Mar, 2025 05:40:01 PM	0:04:04		Internal
597058438351			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Mar, 2025 07:47:17 PM	26 Mar, 2025 12:56:34 PM	18 Mar, 2025 05:40:01 PM	0:04:04		Internal
597058438351			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Mar, 2025 07:47:17 PM	26 Mar, 2025 12:56:34 PM	18 Mar, 2025 05:40:01 PM	0:04:04		Internal
597058438351			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Mar, 2025 07:47:17 PM	26 Mar, 2025 12:56:34 PM	18 Mar, 2025 05:40:01 PM	0:04:04		Internal
597058438351			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Mar, 2025 07:47:17 PM	26 Mar, 2025 12:56:34 PM	18 Mar, 2025 05:40:01 PM	0:04:04		Internal
597058438351			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Mar, 2025 07:47:17 PM	26 Mar, 2025 12:56:34 PM	18 Mar, 2025 05:40:01 PM	0:04:04		Internal
597058438351			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Mar, 2025 07:47:17 PM	26 Mar, 2025 12:56:34 PM	18 Mar, 2025 05:40:01 PM	0:04:04		Internal
597058438351			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Mar, 2025 07:47:17 PM	26 Mar, 2025 12:56:34 PM	18 Mar, 2025 05:40:01 PM	0:04:04		Internal
597058438351			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Mar, 2025 07:47:17 PM	26 Mar, 2025 12:56:34 PM	18 Mar, 2025 05:40:01 PM	0:04:04		Internal
597058438351			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Mar, 2025 07:47:17 PM	26 Mar, 2025 12:56:34 PM	18 Mar, 2025 05:40:01 PM	0:04:04		Internal
597058438351			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Mar, 2025 07:47:17 PM	26 Mar, 2025 12:56:34 PM	18 Mar, 2025 05:40:01 PM	0:04:04		Internal
597058438351			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Mar, 2025 07:47:17 PM	26 Mar, 2025 12:56:34 PM	18 Mar, 2025 05:40:01 PM	0:04:04		Internal
597058438351			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Mar, 2025 07:47:17 PM	26 Mar, 2025 12:56:34 PM	18 Mar, 2025 05:40:01 PM	0:04:04		Internal
597058438351			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Mar, 2025 07:47:17 PM	26 Mar, 2025 12:56:34 PM	18 Mar, 2025 05:40:01 PM	0:04:04		Internal
597058438351			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Mar, 2025 07:47:17 PM	26 Mar, 2025 12:56:34 PM	18 Mar, 2025 05:40:01 PM	0:04:04		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597058438351	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	[redacted]	19 Mar, 2025 07:47:17 PM	26 Mar, 2025 12:56:34 PM	18 Mar, 2025 05:40:01 PM	0:04:04		Internal
597058438351			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Mar, 2025 07:47:17 PM	26 Mar, 2025 12:56:34 PM	18 Mar, 2025 05:40:01 PM	0:04:04		Internal
597058438351			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Mar, 2025 07:47:17 PM	26 Mar, 2025 12:56:34 PM	18 Mar, 2025 05:40:01 PM	0:04:04		Internal
597058438351			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		19 Mar, 2025 07:47:17 PM	26 Mar, 2025 12:56:34 PM	18 Mar, 2025 05:40:01 PM	0:04:04		Internal
597058438351			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Mar, 2025 07:47:17 PM	26 Mar, 2025 12:56:34 PM	18 Mar, 2025 05:40:01 PM	0:04:04		Internal
597058438351			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Mar, 2025 07:47:17 PM	26 Mar, 2025 12:56:34 PM	18 Mar, 2025 05:40:01 PM	0:04:04		Internal
597058438351			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Mar, 2025 07:47:17 PM	26 Mar, 2025 12:56:34 PM	18 Mar, 2025 05:40:01 PM	0:04:04		Internal
597059472602			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Mar, 2025 01:30:01 PM	26 Mar, 2025 01:43:04 PM	26 Mar, 2025 12:15:16 PM	0:08:02		Internal
597059472602			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Mar, 2025 01:30:01 PM	26 Mar, 2025 01:43:04 PM	26 Mar, 2025 12:15:16 PM	0:08:02		Internal
597059472602			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Mar, 2025 01:30:01 PM	26 Mar, 2025 01:43:04 PM	26 Mar, 2025 12:15:16 PM	0:08:02		Internal
597059472602			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Mar, 2025 01:30:01 PM	26 Mar, 2025 01:43:04 PM	26 Mar, 2025 12:15:16 PM	0:08:02		Internal
597059472602			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Mar, 2025 01:30:01 PM	26 Mar, 2025 01:43:04 PM	26 Mar, 2025 12:15:16 PM	0:08:02		Internal
597059472602			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Mar, 2025 01:30:01 PM	26 Mar, 2025 01:43:04 PM	26 Mar, 2025 12:15:16 PM	0:08:02		Internal
597059472602			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Mar, 2025 01:30:01 PM	26 Mar, 2025 01:43:04 PM	26 Mar, 2025 12:15:16 PM	0:08:02		Internal
597059472602			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Mar, 2025 01:30:01 PM	26 Mar, 2025 01:43:04 PM	26 Mar, 2025 12:15:16 PM	0:08:02		Internal
597059472602			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Mar, 2025 01:30:01 PM	26 Mar, 2025 01:43:04 PM	26 Mar, 2025 12:15:16 PM	0:08:02		Internal
597059472602			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Mar, 2025 01:30:01 PM	26 Mar, 2025 01:43:04 PM	26 Mar, 2025 12:15:16 PM	0:08:02		Internal
597059472602			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Mar, 2025 01:30:01 PM	26 Mar, 2025 01:43:04 PM	26 Mar, 2025 12:15:16 PM	0:08:02		Internal
597059472602			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Mar, 2025 01:30:01 PM	26 Mar, 2025 01:43:04 PM	26 Mar, 2025 12:15:16 PM	0:08:02		Internal
597059472602			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Mar, 2025 01:30:01 PM	26 Mar, 2025 01:43:04 PM	26 Mar, 2025 12:15:16 PM	0:08:02		Internal
597059472602			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Mar, 2025 01:30:01 PM	26 Mar, 2025 01:43:04 PM	26 Mar, 2025 12:15:16 PM	0:08:02		Internal
597059472602			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Mar, 2025 01:30:01 PM	26 Mar, 2025 01:43:04 PM	26 Mar, 2025 12:15:16 PM	0:08:02		Internal
597059472602			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Mar, 2025 01:30:01 PM	26 Mar, 2025 01:43:04 PM	26 Mar, 2025 12:15:16 PM	0:08:02		Internal
597059472602			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Mar, 2025 01:30:01 PM	26 Mar, 2025 01:43:04 PM	26 Mar, 2025 12:15:16 PM	0:08:02		Internal
597059472602			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Mar, 2025 01:30:01 PM	26 Mar, 2025 01:43:04 PM	26 Mar, 2025 12:15:16 PM	0:08:02		Internal
597059472602			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Mar, 2025 01:30:01 PM	26 Mar, 2025 01:43:04 PM	26 Mar, 2025 12:15:16 PM	0:08:02		Internal
597059472602			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Mar, 2025 01:30:01 PM	26 Mar, 2025 01:43:04 PM	26 Mar, 2025 12:15:16 PM	0:08:02		Internal
597059472602			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Mar, 2025 01:30:01 PM	26 Mar, 2025 01:43:04 PM	26 Mar, 2025 12:15:16 PM	0:08:02		Internal
597059472602			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Mar, 2025 01:30:01 PM	26 Mar, 2025 01:43:04 PM	26 Mar, 2025 12:15:16 PM	0:08:02		Internal
597059472602			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		26 Mar, 2025 01:30:01 PM	26 Mar, 2025 01:43:04 PM	26 Mar, 2025 12:15:16 PM	0:08:02		Internal
597059472602			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Mar, 2025 01:30:01 PM	26 Mar, 2025 01:43:04 PM	26 Mar, 2025 12:15:16 PM	0:08:02		Internal
597059472602			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Mar, 2025 01:30:01 PM	26 Mar, 2025 01:43:04 PM	26 Mar, 2025 12:15:16 PM	0:08:02		Internal
597059472602			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Mar, 2025 01:30:01 PM	26 Mar, 2025 01:43:04 PM	26 Mar, 2025 12:15:16 PM	0:08:02		Internal
597058354312			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Mar, 2025 06:01:37 AM	26 Mar, 2025 02:33:56 PM	17 Mar, 2025 09:37:42 PM	0:09:13		Internal
597058354312			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Mar, 2025 06:01:37 AM	26 Mar, 2025 02:33:56 PM	17 Mar, 2025 09:37:42 PM	0:09:13		Internal
597058354312			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Mar, 2025 06:01:37 AM	26 Mar, 2025 02:33:56 PM	17 Mar, 2025 09:37:42 PM	0:09:13		Internal
597058354312			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Mar, 2025 06:01:37 AM	26 Mar, 2025 02:33:56 PM	17 Mar, 2025 09:37:42 PM	0:09:13		Internal
597058354312			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Mar, 2025 06:01:37 AM	26 Mar, 2025 02:33:56 PM	17 Mar, 2025 09:37:42 PM	0:09:13		Internal
597058354312			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Mar, 2025 06:01:37 AM	26 Mar, 2025 02:33:56 PM	17 Mar, 2025 09:37:42 PM	0:09:13		Internal
597058354312			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Mar, 2025 06:01:37 AM	26 Mar, 2025 02:33:56 PM	17 Mar, 2025 09:37:42 PM	0:09:13		Internal
597058354312			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Mar, 2025 06:01:37 AM	26 Mar, 2025 02:33:56 PM	17 Mar, 2025 09:37:42 PM	0:09:13		Internal
597058354312			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Mar, 2025 06:01:37 AM	26 Mar, 2025 02:33:56 PM	17 Mar, 2025 09:37:42 PM	0:09:13		Internal
597058354312			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Mar, 2025 06:01:37 AM	26 Mar, 2025 02:33:56 PM	17 Mar, 2025 09:37:42 PM	0:09:13		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597058354312	[redacted]	[redacted]	CTE_Bus_Solar	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	19 Mar, 2025 06:01:37 AM	26 Mar, 2025 02:33:56 PM	17 Mar, 2025 09:37:42 PM	0:09:13		Internal
597058354312			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Mar, 2025 06:01:37 AM	26 Mar, 2025 02:33:56 PM	17 Mar, 2025 09:37:42 PM	0:09:13		Internal
597058354312			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Mar, 2025 06:01:37 AM	26 Mar, 2025 02:33:56 PM	17 Mar, 2025 09:37:42 PM	0:09:13		Internal
597058354312			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Mar, 2025 06:01:37 AM	26 Mar, 2025 02:33:56 PM	17 Mar, 2025 09:37:42 PM	0:09:13		Internal
597058354312			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Mar, 2025 06:01:37 AM	26 Mar, 2025 02:33:56 PM	17 Mar, 2025 09:37:42 PM	0:09:13		Internal
597058354312			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Mar, 2025 06:01:37 AM	26 Mar, 2025 02:33:56 PM	17 Mar, 2025 09:37:42 PM	0:09:13		Internal
597058354312			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Mar, 2025 06:01:37 AM	26 Mar, 2025 02:33:56 PM	17 Mar, 2025 09:37:42 PM	0:09:13		Internal
597058354312			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Mar, 2025 06:01:37 AM	26 Mar, 2025 02:33:56 PM	17 Mar, 2025 09:37:42 PM	0:09:13		Internal
597058354312			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Mar, 2025 06:01:37 AM	26 Mar, 2025 02:33:56 PM	17 Mar, 2025 09:37:42 PM	0:09:13		Internal
597058354312			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Mar, 2025 06:01:37 AM	26 Mar, 2025 02:33:56 PM	17 Mar, 2025 09:37:42 PM	0:09:13		Internal
597058354312			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Mar, 2025 06:01:37 AM	26 Mar, 2025 02:33:56 PM	17 Mar, 2025 09:37:42 PM	0:09:13		Internal
597058354312			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Mar, 2025 06:01:37 AM	26 Mar, 2025 02:33:56 PM	17 Mar, 2025 09:37:42 PM	0:09:13		Internal
597058354312			CTE_Bus_Solar		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		19 Mar, 2025 06:01:37 AM	26 Mar, 2025 02:33:56 PM	17 Mar, 2025 09:37:42 PM	0:09:13		Internal
597058354312			CTE_Bus_Solar		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Mar, 2025 06:01:37 AM	26 Mar, 2025 02:33:56 PM	17 Mar, 2025 09:37:42 PM	0:09:13		Internal
597058354312			CTE_Bus_Solar		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Mar, 2025 06:01:37 AM	26 Mar, 2025 02:33:56 PM	17 Mar, 2025 09:37:42 PM	0:09:13		Internal
597058354312			CTE_Bus_Solar		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Mar, 2025 06:01:37 AM	26 Mar, 2025 02:33:56 PM	17 Mar, 2025 09:37:42 PM	0:09:13		Internal
597059429233			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Mar, 2025 02:31:59 AM	26 Mar, 2025 03:35:39 PM	25 Mar, 2025 08:18:18 PM	0:03:08		Internal
597059429233			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Mar, 2025 02:31:59 AM	26 Mar, 2025 03:35:39 PM	25 Mar, 2025 08:18:18 PM	0:03:08		Internal
597059429233			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Mar, 2025 02:31:59 AM	26 Mar, 2025 03:35:39 PM	25 Mar, 2025 08:18:18 PM	0:03:08		Internal
597059429233			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Mar, 2025 02:31:59 AM	26 Mar, 2025 03:35:39 PM	25 Mar, 2025 08:18:18 PM	0:03:08		Internal
597059429233			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Mar, 2025 02:31:59 AM	26 Mar, 2025 03:35:39 PM	25 Mar, 2025 08:18:18 PM	0:03:08		Internal
597059429233			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Mar, 2025 02:31:59 AM	26 Mar, 2025 03:35:39 PM	25 Mar, 2025 08:18:18 PM	0:03:08		Internal
597059429233			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Mar, 2025 02:31:59 AM	26 Mar, 2025 03:35:39 PM	25 Mar, 2025 08:18:18 PM	0:03:08		Internal
597059429233			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Mar, 2025 02:31:59 AM	26 Mar, 2025 03:35:39 PM	25 Mar, 2025 08:18:18 PM	0:03:08		Internal
597059429233			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Mar, 2025 02:31:59 AM	26 Mar, 2025 03:35:39 PM	25 Mar, 2025 08:18:18 PM	0:03:08		Internal
597059429233			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Mar, 2025 02:31:59 AM	26 Mar, 2025 03:35:39 PM	25 Mar, 2025 08:18:18 PM	0:03:08		Internal
597059429233			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Mar, 2025 02:31:59 AM	26 Mar, 2025 03:35:39 PM	25 Mar, 2025 08:18:18 PM	0:03:08		Internal
597059429233			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Mar, 2025 02:31:59 AM	26 Mar, 2025 03:35:39 PM	25 Mar, 2025 08:18:18 PM	0:03:08		Internal
597059429233			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Mar, 2025 02:31:59 AM	26 Mar, 2025 03:35:39 PM	25 Mar, 2025 08:18:18 PM	0:03:08		Internal
597059429233			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Mar, 2025 02:31:59 AM	26 Mar, 2025 03:35:39 PM	25 Mar, 2025 08:18:18 PM	0:03:08		Internal
597059429233			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Mar, 2025 02:31:59 AM	26 Mar, 2025 03:35:39 PM	25 Mar, 2025 08:18:18 PM	0:03:08		Internal
597059429233			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Mar, 2025 02:31:59 AM	26 Mar, 2025 03:35:39 PM	25 Mar, 2025 08:18:18 PM	0:03:08		Internal
597059429233			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Mar, 2025 02:31:59 AM	26 Mar, 2025 03:35:39 PM	25 Mar, 2025 08:18:18 PM	0:03:08		Internal
597059429233			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Mar, 2025 02:31:59 AM	26 Mar, 2025 03:35:39 PM	25 Mar, 2025 08:18:18 PM	0:03:08		Internal
597059429233			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Mar, 2025 02:31:59 AM	26 Mar, 2025 03:35:39 PM	25 Mar, 2025 08:18:18 PM	0:03:08		Internal
597059429233			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Mar, 2025 02:31:59 AM	26 Mar, 2025 03:35:39 PM	25 Mar, 2025 08:18:18 PM	0:03:08		Internal
597059429233			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Mar, 2025 02:31:59 AM	26 Mar, 2025 03:35:39 PM	25 Mar, 2025 08:18:18 PM	0:03:08		Internal
597059429233			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Mar, 2025 02:31:59 AM	26 Mar, 2025 03:35:39 PM	25 Mar, 2025 08:18:18 PM	0:03:08		Internal
597059429233			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		26 Mar, 2025 02:31:59 AM	26 Mar, 2025 03:35:39 PM	25 Mar, 2025 08:18:18 PM	0:03:08		Internal
597059429233			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Mar, 2025 02:31:59 AM	26 Mar, 2025 03:35:39 PM	25 Mar, 2025 08:18:18 PM	0:03:08		Internal
597059429233			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Mar, 2025 02:31:59 AM	26 Mar, 2025 03:35:39 PM	25 Mar, 2025 08:18:18 PM	0:03:08		Internal
597059429233			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Mar, 2025 02:31:59 AM	26 Mar, 2025 03:35:39 PM	25 Mar, 2025 08:18:18 PM	0:03:08		Internal
597059427426			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Mar, 2025 05:01:28 PM	26 Mar, 2025 05:10:12 PM	25 Mar, 2025 08:13:38 PM	0:02:57		Internal
597059427426			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Mar, 2025 05:01:28 PM	26 Mar, 2025 05:10:12 PM	25 Mar, 2025 08:13:38 PM	0:02:57		Internal
597059427426			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Mar, 2025 05:01:28 PM	26 Mar, 2025 05:10:12 PM	25 Mar, 2025 08:13:38 PM	0:02:57		Internal
597059427426			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Mar, 2025 05:01:28 PM	26 Mar, 2025 05:10:12 PM	25 Mar, 2025 08:13:38 PM	0:02:57		Internal
597059427426			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Mar, 2025 05:01:28 PM	26 Mar, 2025 05:10:12 PM	25 Mar, 2025 08:13:38 PM	0:02:57		Internal
597059427426			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Mar, 2025 05:01:28 PM	26 Mar, 2025 05:10:12 PM	25 Mar, 2025 08:13:38 PM	0:02:57		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597059427426	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	26 Mar, 2025 05:01:28 PM	26 Mar, 2025 05:10:12 PM	25 Mar, 2025 08:13:38 PM	0:02:57		Internal
597059427426			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Mar, 2025 05:01:28 PM	26 Mar, 2025 05:10:12 PM	25 Mar, 2025 08:13:38 PM	0:02:57		Internal
597059427426			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Mar, 2025 05:01:28 PM	26 Mar, 2025 05:10:12 PM	25 Mar, 2025 08:13:38 PM	0:02:57		Internal
597059427426			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Mar, 2025 05:01:28 PM	26 Mar, 2025 05:10:12 PM	25 Mar, 2025 08:13:38 PM	0:02:57		Internal
597059427426			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Mar, 2025 05:01:28 PM	26 Mar, 2025 05:10:12 PM	25 Mar, 2025 08:13:38 PM	0:02:57		Internal
597059427426			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Mar, 2025 05:01:28 PM	26 Mar, 2025 05:10:12 PM	25 Mar, 2025 08:13:38 PM	0:02:57		Internal
597059427426			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Mar, 2025 05:01:28 PM	26 Mar, 2025 05:10:12 PM	25 Mar, 2025 08:13:38 PM	0:02:57		Internal
597059427426			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Mar, 2025 05:01:28 PM	26 Mar, 2025 05:10:12 PM	25 Mar, 2025 08:13:38 PM	0:02:57		Internal
597059427426			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Mar, 2025 05:01:28 PM	26 Mar, 2025 05:10:12 PM	25 Mar, 2025 08:13:38 PM	0:02:57		Internal
597059427426			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Mar, 2025 05:01:28 PM	26 Mar, 2025 05:10:12 PM	25 Mar, 2025 08:13:38 PM	0:02:57		Internal
597059427426			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Mar, 2025 05:01:28 PM	26 Mar, 2025 05:10:12 PM	25 Mar, 2025 08:13:38 PM	0:02:57		Internal
597059427426			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Mar, 2025 05:01:28 PM	26 Mar, 2025 05:10:12 PM	25 Mar, 2025 08:13:38 PM	0:02:57		Internal
597059427426			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Mar, 2025 05:01:28 PM	26 Mar, 2025 05:10:12 PM	25 Mar, 2025 08:13:38 PM	0:02:57		Internal
597059427426			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Mar, 2025 05:01:28 PM	26 Mar, 2025 05:10:12 PM	25 Mar, 2025 08:13:38 PM	0:02:57		Internal
597059427426			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Mar, 2025 05:01:28 PM	26 Mar, 2025 05:10:12 PM	25 Mar, 2025 08:13:38 PM	0:02:57		Internal
597059427426			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Mar, 2025 05:01:28 PM	26 Mar, 2025 05:10:12 PM	25 Mar, 2025 08:13:38 PM	0:02:57		Internal
597059427426			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		26 Mar, 2025 05:01:28 PM	26 Mar, 2025 05:10:12 PM	25 Mar, 2025 08:13:38 PM	0:02:57		Internal
597059427426			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Mar, 2025 05:01:28 PM	26 Mar, 2025 05:10:12 PM	25 Mar, 2025 08:13:38 PM	0:02:57		Internal
597059427426			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Mar, 2025 05:01:28 PM	26 Mar, 2025 05:10:12 PM	25 Mar, 2025 08:13:38 PM	0:02:57		Internal
597059427426			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Mar, 2025 05:01:28 PM	26 Mar, 2025 05:10:12 PM	25 Mar, 2025 08:13:38 PM	0:02:57		Internal
597058880794			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Mar, 2025 05:29:00 PM	26 Mar, 2025 05:31:21 PM	21 Mar, 2025 01:21:11 PM	0:03:46		Internal
597058880794			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Mar, 2025 05:29:00 PM	26 Mar, 2025 05:31:21 PM	21 Mar, 2025 01:21:11 PM	0:03:46		Internal
597058880794			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Mar, 2025 05:29:00 PM	26 Mar, 2025 05:31:21 PM	21 Mar, 2025 01:21:11 PM	0:03:46		Internal
597058880794			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Mar, 2025 05:29:00 PM	26 Mar, 2025 05:31:21 PM	21 Mar, 2025 01:21:11 PM	0:03:46		Internal
597058880794			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Mar, 2025 05:29:00 PM	26 Mar, 2025 05:31:21 PM	21 Mar, 2025 01:21:11 PM	0:03:46		Internal
597058880794			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Mar, 2025 05:29:00 PM	26 Mar, 2025 05:31:21 PM	21 Mar, 2025 01:21:11 PM	0:03:46		Internal
597058880794			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Mar, 2025 05:29:00 PM	26 Mar, 2025 05:31:21 PM	21 Mar, 2025 01:21:11 PM	0:03:46		Internal
597058880794			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Mar, 2025 05:29:00 PM	26 Mar, 2025 05:31:21 PM	21 Mar, 2025 01:21:11 PM	0:03:46		Internal
597058880794			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Mar, 2025 05:29:00 PM	26 Mar, 2025 05:31:21 PM	21 Mar, 2025 01:21:11 PM	0:03:46		Internal
597058880794			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Mar, 2025 05:29:00 PM	26 Mar, 2025 05:31:21 PM	21 Mar, 2025 01:21:11 PM	0:03:46		Internal
597058880794			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Mar, 2025 05:29:00 PM	26 Mar, 2025 05:31:21 PM	21 Mar, 2025 01:21:11 PM	0:03:46		Internal
597058880794			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Mar, 2025 05:29:00 PM	26 Mar, 2025 05:31:21 PM	21 Mar, 2025 01:21:11 PM	0:03:46		Internal
597058880794			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Mar, 2025 05:29:00 PM	26 Mar, 2025 05:31:21 PM	21 Mar, 2025 01:21:11 PM	0:03:46		Internal
597058880794			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Mar, 2025 05:29:00 PM	26 Mar, 2025 05:31:21 PM	21 Mar, 2025 01:21:11 PM	0:03:46		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
5970588807 94	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	26 Mar, 2025 05:29:00 PM	26 Mar, 2025 05:31:21 PM	21 Mar, 2025 01:21:11 PM	0:03:46		Internal
5970588807 94			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Mar, 2025 05:29:00 PM	26 Mar, 2025 05:31:21 PM	21 Mar, 2025 01:21:11 PM	0:03:46		Internal
5970588807 94			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Mar, 2025 05:29:00 PM	26 Mar, 2025 05:31:21 PM	21 Mar, 2025 01:21:11 PM	0:03:46		Internal
5970588807 94			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Mar, 2025 05:29:00 PM	26 Mar, 2025 05:31:21 PM	21 Mar, 2025 01:21:11 PM	0:03:46		Internal
5970588807 94			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Mar, 2025 05:29:00 PM	26 Mar, 2025 05:31:21 PM	21 Mar, 2025 01:21:11 PM	0:03:46		Internal
5970588807 94			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Mar, 2025 05:29:00 PM	26 Mar, 2025 05:31:21 PM	21 Mar, 2025 01:21:11 PM	0:03:46		Internal
5970588807 94			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Mar, 2025 05:29:00 PM	26 Mar, 2025 05:31:21 PM	21 Mar, 2025 01:21:11 PM	0:03:46		Internal
5970588807 94			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Mar, 2025 05:29:00 PM	26 Mar, 2025 05:31:21 PM	21 Mar, 2025 01:21:11 PM	0:03:46		Internal
5970588807 94			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		26 Mar, 2025 05:29:00 PM	26 Mar, 2025 05:31:21 PM	21 Mar, 2025 01:21:11 PM	0:03:46		Internal
5970588807 94			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Mar, 2025 05:29:00 PM	26 Mar, 2025 05:31:21 PM	21 Mar, 2025 01:21:11 PM	0:03:46		Internal
5970588807 94			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Mar, 2025 05:29:00 PM	26 Mar, 2025 05:31:21 PM	21 Mar, 2025 01:21:11 PM	0:03:46		Internal
5970588807 94			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Mar, 2025 05:29:00 PM	26 Mar, 2025 05:31:21 PM	21 Mar, 2025 01:21:11 PM	0:03:46		Internal
5970594110 32			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Mar, 2025 02:31:50 PM	26 Mar, 2025 05:48:12 PM	25 Mar, 2025 07:13:51 PM	0:03:15		Internal
5970594110 32			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Mar, 2025 02:31:50 PM	26 Mar, 2025 05:48:12 PM	25 Mar, 2025 07:13:51 PM	0:03:15		Internal
5970594110 32			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Mar, 2025 02:31:50 PM	26 Mar, 2025 05:48:12 PM	25 Mar, 2025 07:13:51 PM	0:03:15		Internal
5970594110 32			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Mar, 2025 02:31:50 PM	26 Mar, 2025 05:48:12 PM	25 Mar, 2025 07:13:51 PM	0:03:15		Internal
5970594110 32			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Mar, 2025 02:31:50 PM	26 Mar, 2025 05:48:12 PM	25 Mar, 2025 07:13:51 PM	0:03:15		Internal
5970594110 32			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Mar, 2025 02:31:50 PM	26 Mar, 2025 05:48:12 PM	25 Mar, 2025 07:13:51 PM	0:03:15		Internal
5970594110 32			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Mar, 2025 02:31:50 PM	26 Mar, 2025 05:48:12 PM	25 Mar, 2025 07:13:51 PM	0:03:15		Internal
5970594110 32			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Mar, 2025 02:31:50 PM	26 Mar, 2025 05:48:12 PM	25 Mar, 2025 07:13:51 PM	0:03:15		Internal
5970594110 32			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Mar, 2025 02:31:50 PM	26 Mar, 2025 05:48:12 PM	25 Mar, 2025 07:13:51 PM	0:03:15		Internal
5970594110 32			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Mar, 2025 02:31:50 PM	26 Mar, 2025 05:48:12 PM	25 Mar, 2025 07:13:51 PM	0:03:15		Internal
5970594110 32			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Mar, 2025 02:31:50 PM	26 Mar, 2025 05:48:12 PM	25 Mar, 2025 07:13:51 PM	0:03:15		Internal
5970594110 32			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Mar, 2025 02:31:50 PM	26 Mar, 2025 05:48:12 PM	25 Mar, 2025 07:13:51 PM	0:03:15		Internal
5970594110 32			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Mar, 2025 02:31:50 PM	26 Mar, 2025 05:48:12 PM	25 Mar, 2025 07:13:51 PM	0:03:15		Internal
5970594110 32			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Mar, 2025 02:31:50 PM	26 Mar, 2025 05:48:12 PM	25 Mar, 2025 07:13:51 PM	0:03:15		Internal
5970594110 32			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Mar, 2025 02:31:50 PM	26 Mar, 2025 05:48:12 PM	25 Mar, 2025 07:13:51 PM	0:03:15		Internal
5970594110 32			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Mar, 2025 02:31:50 PM	26 Mar, 2025 05:48:12 PM	25 Mar, 2025 07:13:51 PM	0:03:15		Internal
5970594110 32			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Mar, 2025 02:31:50 PM	26 Mar, 2025 05:48:12 PM	25 Mar, 2025 07:13:51 PM	0:03:15		Internal
5970594110 32			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Mar, 2025 02:31:50 PM	26 Mar, 2025 05:48:12 PM	25 Mar, 2025 07:13:51 PM	0:03:15		Internal
5970594110 32			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Mar, 2025 02:31:50 PM	26 Mar, 2025 05:48:12 PM	25 Mar, 2025 07:13:51 PM	0:03:15		Internal
5970594110 32			CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Mar, 2025 02:31:50 PM	26 Mar, 2025 05:48:12 PM	25 Mar, 2025 07:13:51 PM	0:03:15		Internal
5970594110 32			CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Mar, 2025 02:31:50 PM	26 Mar, 2025 05:48:12 PM	25 Mar, 2025 07:13:51 PM	0:03:15		Internal
5970594110 32			CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Mar, 2025 02:31:50 PM	26 Mar, 2025 05:48:12 PM	25 Mar, 2025 07:13:51 PM	0:03:15		Internal
5970594110 32			CTE_Bus_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		26 Mar, 2025 02:31:50 PM	26 Mar, 2025 05:48:12 PM	25 Mar, 2025 07:13:51 PM	0:03:15		Internal
5970594110 32			CTE_Bus_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Mar, 2025 02:31:50 PM	26 Mar, 2025 05:48:12 PM	25 Mar, 2025 07:13:51 PM	0:03:15		Internal
5970594110 32			CTE_Bus_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Mar, 2025 02:31:50 PM	26 Mar, 2025 05:48:12 PM	25 Mar, 2025 07:13:51 PM	0:03:15		Internal
5970594110 32			CTE_Bus_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Mar, 2025 02:31:50 PM	26 Mar, 2025 05:48:12 PM	25 Mar, 2025 07:13:51 PM	0:03:15		Internal
5970590988 63			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Mar, 2025 06:01:51 PM	26 Mar, 2025 06:04:04 PM	24 Mar, 2025 12:35:45 PM	0:02:57		Internal
5970590988 63			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Mar, 2025 06:01:51 PM	26 Mar, 2025 06:04:04 PM	24 Mar, 2025 12:35:45 PM	0:02:57		Internal
5970590988 63			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Mar, 2025 06:01:51 PM	26 Mar, 2025 06:04:04 PM	24 Mar, 2025 12:35:45 PM	0:02:57		Internal
5970590988 63			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Mar, 2025 06:01:51 PM	26 Mar, 2025 06:04:04 PM	24 Mar, 2025 12:35:45 PM	0:02:57		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597059098863	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	[redacted]	26 Mar, 2025 06:01:51 PM	26 Mar, 2025 06:04:04 PM	24 Mar, 2025 12:35:45 PM	0:02:57		Internal
597059098863			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Mar, 2025 06:01:51 PM	26 Mar, 2025 06:04:04 PM	24 Mar, 2025 12:35:45 PM	0:02:57		Internal
597059098863			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Mar, 2025 06:01:51 PM	26 Mar, 2025 06:04:04 PM	24 Mar, 2025 12:35:45 PM	0:02:57		Internal
597059098863			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Mar, 2025 06:01:51 PM	26 Mar, 2025 06:04:04 PM	24 Mar, 2025 12:35:45 PM	0:02:57		Internal
597059098863			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Mar, 2025 06:01:51 PM	26 Mar, 2025 06:04:04 PM	24 Mar, 2025 12:35:45 PM	0:02:57		Internal
597059098863			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Mar, 2025 06:01:51 PM	26 Mar, 2025 06:04:04 PM	24 Mar, 2025 12:35:45 PM	0:02:57		Internal
597059098863			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Mar, 2025 06:01:51 PM	26 Mar, 2025 06:04:04 PM	24 Mar, 2025 12:35:45 PM	0:02:57		Internal
597059098863			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Mar, 2025 06:01:51 PM	26 Mar, 2025 06:04:04 PM	24 Mar, 2025 12:35:45 PM	0:02:57		Internal
597059098863			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Mar, 2025 06:01:51 PM	26 Mar, 2025 06:04:04 PM	24 Mar, 2025 12:35:45 PM	0:02:57		Internal
597059098863			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Mar, 2025 06:01:51 PM	26 Mar, 2025 06:04:04 PM	24 Mar, 2025 12:35:45 PM	0:02:57		Internal
597059098863			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Mar, 2025 06:01:51 PM	26 Mar, 2025 06:04:04 PM	24 Mar, 2025 12:35:45 PM	0:02:57		Internal
597059098863			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Mar, 2025 06:01:51 PM	26 Mar, 2025 06:04:04 PM	24 Mar, 2025 12:35:45 PM	0:02:57		Internal
597059098863			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Mar, 2025 06:01:51 PM	26 Mar, 2025 06:04:04 PM	24 Mar, 2025 12:35:45 PM	0:02:57		Internal
597059098863			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Mar, 2025 06:01:51 PM	26 Mar, 2025 06:04:04 PM	24 Mar, 2025 12:35:45 PM	0:02:57		Internal
597059098863			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Mar, 2025 06:01:51 PM	26 Mar, 2025 06:04:04 PM	24 Mar, 2025 12:35:45 PM	0:02:57		Internal
597059098863			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Mar, 2025 06:01:51 PM	26 Mar, 2025 06:04:04 PM	24 Mar, 2025 12:35:45 PM	0:02:57		Internal
597059098863			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Mar, 2025 06:01:51 PM	26 Mar, 2025 06:04:04 PM	24 Mar, 2025 12:35:45 PM	0:02:57		Internal
597059098863			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Mar, 2025 06:01:51 PM	26 Mar, 2025 06:04:04 PM	24 Mar, 2025 12:35:45 PM	0:02:57		Internal
597059098863			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		26 Mar, 2025 06:01:51 PM	26 Mar, 2025 06:04:04 PM	24 Mar, 2025 12:35:45 PM	0:02:57		Internal
597059098863			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Mar, 2025 06:01:51 PM	26 Mar, 2025 06:04:04 PM	24 Mar, 2025 12:35:45 PM	0:02:57		Internal
597059098863			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Mar, 2025 06:01:51 PM	26 Mar, 2025 06:04:04 PM	24 Mar, 2025 12:35:45 PM	0:02:57		Internal
597059098863			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Mar, 2025 06:01:51 PM	26 Mar, 2025 06:04:04 PM	24 Mar, 2025 12:35:45 PM	0:02:57		Internal
596115721209			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Mar, 2025 11:00:21 PM	26 Mar, 2025 06:20:04 PM	05 Mar, 2025 07:41:45 PM	0:05:10		Internal
596115721209			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Mar, 2025 11:00:21 PM	26 Mar, 2025 06:20:04 PM	05 Mar, 2025 07:41:45 PM	0:05:10		Internal
596115721209			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Mar, 2025 11:00:21 PM	26 Mar, 2025 06:20:04 PM	05 Mar, 2025 07:41:45 PM	0:05:10		Internal
596115721209			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Mar, 2025 11:00:21 PM	26 Mar, 2025 06:20:04 PM	05 Mar, 2025 07:41:45 PM	0:05:10		Internal
596115721209			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Mar, 2025 11:00:21 PM	26 Mar, 2025 06:20:04 PM	05 Mar, 2025 07:41:45 PM	0:05:10		Internal
596115721209			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Mar, 2025 11:00:21 PM	26 Mar, 2025 06:20:04 PM	05 Mar, 2025 07:41:45 PM	0:05:10		Internal
596115721209			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Mar, 2025 11:00:21 PM	26 Mar, 2025 06:20:04 PM	05 Mar, 2025 07:41:45 PM	0:05:10		Internal
596115721209			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Mar, 2025 11:00:21 PM	26 Mar, 2025 06:20:04 PM	05 Mar, 2025 07:41:45 PM	0:05:10		Internal
596115721209			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Mar, 2025 11:00:21 PM	26 Mar, 2025 06:20:04 PM	05 Mar, 2025 07:41:45 PM	0:05:10		Internal
596115721209			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Mar, 2025 11:00:21 PM	26 Mar, 2025 06:20:04 PM	05 Mar, 2025 07:41:45 PM	0:05:10		Internal
596115721209			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Mar, 2025 11:00:21 PM	26 Mar, 2025 06:20:04 PM	05 Mar, 2025 07:41:45 PM	0:05:10		Internal
596115721209			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Mar, 2025 11:00:21 PM	26 Mar, 2025 06:20:04 PM	05 Mar, 2025 07:41:45 PM	0:05:10		Internal
596115721209			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Mar, 2025 11:00:21 PM	26 Mar, 2025 06:20:04 PM	05 Mar, 2025 07:41:45 PM	0:05:10		Internal
596115721209			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Mar, 2025 11:00:21 PM	26 Mar, 2025 06:20:04 PM	05 Mar, 2025 07:41:45 PM	0:05:10		Internal
596115721209			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Mar, 2025 11:00:21 PM	26 Mar, 2025 06:20:04 PM	05 Mar, 2025 07:41:45 PM	0:05:10		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596115721209	[redacted]	[redacted]	CTE_Bus_Solar	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	[redacted]	06 Mar, 2025 11:00:21 PM	26 Mar, 2025 06:20:04 PM	05 Mar, 2025 07:41:45 PM	0:05:10		Internal
596115721209			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Mar, 2025 11:00:21 PM	26 Mar, 2025 06:20:04 PM	05 Mar, 2025 07:41:45 PM	0:05:10		Internal
596115721209			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Mar, 2025 11:00:21 PM	26 Mar, 2025 06:20:04 PM	05 Mar, 2025 07:41:45 PM	0:05:10		Internal
596115721209			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Mar, 2025 11:00:21 PM	26 Mar, 2025 06:20:04 PM	05 Mar, 2025 07:41:45 PM	0:05:10		Internal
596115721209			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Mar, 2025 11:00:21 PM	26 Mar, 2025 06:20:04 PM	05 Mar, 2025 07:41:45 PM	0:05:10		Internal
596115721209			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Mar, 2025 11:00:21 PM	26 Mar, 2025 06:20:04 PM	05 Mar, 2025 07:41:45 PM	0:05:10		Internal
596115721209			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Mar, 2025 11:00:21 PM	26 Mar, 2025 06:20:04 PM	05 Mar, 2025 07:41:45 PM	0:05:10		Internal
596115721209			CTE_Bus_Solar		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		06 Mar, 2025 11:00:21 PM	26 Mar, 2025 06:20:04 PM	05 Mar, 2025 07:41:45 PM	0:05:10		Internal
596115721209			CTE_Bus_Solar		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Mar, 2025 11:00:21 PM	26 Mar, 2025 06:20:04 PM	05 Mar, 2025 07:41:45 PM	0:05:10		Internal
596115721209			CTE_Bus_Solar		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Mar, 2025 11:00:21 PM	26 Mar, 2025 06:20:04 PM	05 Mar, 2025 07:41:45 PM	0:05:10		Internal
596115721209			CTE_Bus_Solar		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Mar, 2025 11:00:21 PM	26 Mar, 2025 06:20:04 PM	05 Mar, 2025 07:41:45 PM	0:05:10		Internal
597058376412			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Mar, 2025 06:25:41 PM	26 Mar, 2025 06:31:49 PM	18 Mar, 2025 04:20:38 AM	0:03:26		Internal
597058376412			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Mar, 2025 06:25:41 PM	26 Mar, 2025 06:31:49 PM	18 Mar, 2025 04:20:38 AM	0:03:26		Internal
597058376412			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Mar, 2025 06:25:41 PM	26 Mar, 2025 06:31:49 PM	18 Mar, 2025 04:20:38 AM	0:03:26		Internal
597058376412			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Mar, 2025 06:25:41 PM	26 Mar, 2025 06:31:49 PM	18 Mar, 2025 04:20:38 AM	0:03:26		Internal
597058376412			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Mar, 2025 06:25:41 PM	26 Mar, 2025 06:31:49 PM	18 Mar, 2025 04:20:38 AM	0:03:26		Internal
597058376412			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Mar, 2025 06:25:41 PM	26 Mar, 2025 06:31:49 PM	18 Mar, 2025 04:20:38 AM	0:03:26		Internal
597058376412			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Mar, 2025 06:25:41 PM	26 Mar, 2025 06:31:49 PM	18 Mar, 2025 04:20:38 AM	0:03:26		Internal
597058376412			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Mar, 2025 06:25:41 PM	26 Mar, 2025 06:31:49 PM	18 Mar, 2025 04:20:38 AM	0:03:26		Internal
597058376412			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Mar, 2025 06:25:41 PM	26 Mar, 2025 06:31:49 PM	18 Mar, 2025 04:20:38 AM	0:03:26		Internal
597058376412			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Mar, 2025 06:25:41 PM	26 Mar, 2025 06:31:49 PM	18 Mar, 2025 04:20:38 AM	0:03:26		Internal
597058376412			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Mar, 2025 06:25:41 PM	26 Mar, 2025 06:31:49 PM	18 Mar, 2025 04:20:38 AM	0:03:26		Internal
597058376412			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Mar, 2025 06:25:41 PM	26 Mar, 2025 06:31:49 PM	18 Mar, 2025 04:20:38 AM	0:03:26		Internal
597058376412			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Mar, 2025 06:25:41 PM	26 Mar, 2025 06:31:49 PM	18 Mar, 2025 04:20:38 AM	0:03:26		Internal
597058376412			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Mar, 2025 06:25:41 PM	26 Mar, 2025 06:31:49 PM	18 Mar, 2025 04:20:38 AM	0:03:26		Internal
597058376412			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Mar, 2025 06:25:41 PM	26 Mar, 2025 06:31:49 PM	18 Mar, 2025 04:20:38 AM	0:03:26		Internal
597058376412			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Mar, 2025 06:25:41 PM	26 Mar, 2025 06:31:49 PM	18 Mar, 2025 04:20:38 AM	0:03:26		Internal
597058376412			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Mar, 2025 06:25:41 PM	26 Mar, 2025 06:31:49 PM	18 Mar, 2025 04:20:38 AM	0:03:26		Internal
597058376412			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Mar, 2025 06:25:41 PM	26 Mar, 2025 06:31:49 PM	18 Mar, 2025 04:20:38 AM	0:03:26		Internal
597058376412			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Mar, 2025 06:25:41 PM	26 Mar, 2025 06:31:49 PM	18 Mar, 2025 04:20:38 AM	0:03:26		Internal
597058376412			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Mar, 2025 06:25:41 PM	26 Mar, 2025 06:31:49 PM	18 Mar, 2025 04:20:38 AM	0:03:26		Internal
597058376412			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Mar, 2025 06:25:41 PM	26 Mar, 2025 06:31:49 PM	18 Mar, 2025 04:20:38 AM	0:03:26		Internal
597058376412			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Mar, 2025 06:25:41 PM	26 Mar, 2025 06:31:49 PM	18 Mar, 2025 04:20:38 AM	0:03:26		Internal
597058376412			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		26 Mar, 2025 06:25:41 PM	26 Mar, 2025 06:31:49 PM	18 Mar, 2025 04:20:38 AM	0:03:26		Internal
597058376412			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Mar, 2025 06:25:41 PM	26 Mar, 2025 06:31:49 PM	18 Mar, 2025 04:20:38 AM	0:03:26		Internal
597058376412			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Mar, 2025 06:25:41 PM	26 Mar, 2025 06:31:49 PM	18 Mar, 2025 04:20:38 AM	0:03:26		Internal
597058376412			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Mar, 2025 06:25:41 PM	26 Mar, 2025 06:31:49 PM	18 Mar, 2025 04:20:38 AM	0:03:26		Internal
596116423872			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Mar, 2025 07:00:52 AM	26 Mar, 2025 06:44:29 PM	10 Mar, 2025 07:54:04 PM	0:05:34		Internal
596116423872			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Mar, 2025 07:00:52 AM	26 Mar, 2025 06:44:29 PM	10 Mar, 2025 07:54:04 PM	0:05:34		Internal
596116423872			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Mar, 2025 07:00:52 AM	26 Mar, 2025 06:44:29 PM	10 Mar, 2025 07:54:04 PM	0:05:34		Internal
596116423872			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Mar, 2025 07:00:52 AM	26 Mar, 2025 06:44:29 PM	10 Mar, 2025 07:54:04 PM	0:05:34		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596116423872			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Mar, 2025 07:00:52 AM	26 Mar, 2025 06:44:29 PM	10 Mar, 2025 07:54:04 PM	0:05:34		Internal
596116423872			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Mar, 2025 07:00:52 AM	26 Mar, 2025 06:44:29 PM	10 Mar, 2025 07:54:04 PM	0:05:34		Internal
596116423872			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Mar, 2025 07:00:52 AM	26 Mar, 2025 06:44:29 PM	10 Mar, 2025 07:54:04 PM	0:05:34		Internal
596116423872			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Mar, 2025 07:00:52 AM	26 Mar, 2025 06:44:29 PM	10 Mar, 2025 07:54:04 PM	0:05:34		Internal
596116423872			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Mar, 2025 07:00:52 AM	26 Mar, 2025 06:44:29 PM	10 Mar, 2025 07:54:04 PM	0:05:34		Internal
596116423872			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Mar, 2025 07:00:52 AM	26 Mar, 2025 06:44:29 PM	10 Mar, 2025 07:54:04 PM	0:05:34		Internal
596116423872			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Mar, 2025 07:00:52 AM	26 Mar, 2025 06:44:29 PM	10 Mar, 2025 07:54:04 PM	0:05:34		Internal
596116423872			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Mar, 2025 07:00:52 AM	26 Mar, 2025 06:44:29 PM	10 Mar, 2025 07:54:04 PM	0:05:34		Internal
596116423872			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Mar, 2025 07:00:52 AM	26 Mar, 2025 06:44:29 PM	10 Mar, 2025 07:54:04 PM	0:05:34		Internal
596116423872			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Mar, 2025 07:00:52 AM	26 Mar, 2025 06:44:29 PM	10 Mar, 2025 07:54:04 PM	0:05:34		Internal
596116423872			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Mar, 2025 07:00:52 AM	26 Mar, 2025 06:44:29 PM	10 Mar, 2025 07:54:04 PM	0:05:34		Internal
596116423872			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Mar, 2025 07:00:52 AM	26 Mar, 2025 06:44:29 PM	10 Mar, 2025 07:54:04 PM	0:05:34		Internal
596116423872			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Mar, 2025 07:00:52 AM	26 Mar, 2025 06:44:29 PM	10 Mar, 2025 07:54:04 PM	0:05:34		Internal
596116423872			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Mar, 2025 07:00:52 AM	26 Mar, 2025 06:44:29 PM	10 Mar, 2025 07:54:04 PM	0:05:34		Internal
596116423872			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Mar, 2025 07:00:52 AM	26 Mar, 2025 06:44:29 PM	10 Mar, 2025 07:54:04 PM	0:05:34		Internal
596116423872			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Mar, 2025 07:00:52 AM	26 Mar, 2025 06:44:29 PM	10 Mar, 2025 07:54:04 PM	0:05:34		Internal
596116423872			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Mar, 2025 07:00:52 AM	26 Mar, 2025 06:44:29 PM	10 Mar, 2025 07:54:04 PM	0:05:34		Internal
596116423872			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Mar, 2025 07:00:52 AM	26 Mar, 2025 06:44:29 PM	10 Mar, 2025 07:54:04 PM	0:05:34		Internal
596116423872			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		11 Mar, 2025 07:00:52 AM	26 Mar, 2025 06:44:29 PM	10 Mar, 2025 07:54:04 PM	0:05:34		Internal
596116423872			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Mar, 2025 07:00:52 AM	26 Mar, 2025 06:44:29 PM	10 Mar, 2025 07:54:04 PM	0:05:34		Internal
596116423872			CTE_Bus_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Mar, 2025 07:00:52 AM	26 Mar, 2025 06:44:29 PM	10 Mar, 2025 07:54:04 PM	0:05:34		Internal
596116423872			CTE_Bus_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Mar, 2025 07:00:52 AM	26 Mar, 2025 06:44:29 PM	10 Mar, 2025 07:54:04 PM	0:05:34		Internal
597058523980			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Mar, 2025 08:12:24 PM	26 Mar, 2025 06:45:56 PM	18 Mar, 2025 09:40:03 PM	0:04:48		Internal
597058523980			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Mar, 2025 08:12:24 PM	26 Mar, 2025 06:45:56 PM	18 Mar, 2025 09:40:03 PM	0:04:48		Internal
597058523980			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Mar, 2025 08:12:24 PM	26 Mar, 2025 06:45:56 PM	18 Mar, 2025 09:40:03 PM	0:04:48		Internal
597058523980			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Mar, 2025 08:12:24 PM	26 Mar, 2025 06:45:56 PM	18 Mar, 2025 09:40:03 PM	0:04:48		Internal
597058523980			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Mar, 2025 08:12:24 PM	26 Mar, 2025 06:45:56 PM	18 Mar, 2025 09:40:03 PM	0:04:48		Internal
597058523980			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Mar, 2025 08:12:24 PM	26 Mar, 2025 06:45:56 PM	18 Mar, 2025 09:40:03 PM	0:04:48		Internal
597058523980			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Mar, 2025 08:12:24 PM	26 Mar, 2025 06:45:56 PM	18 Mar, 2025 09:40:03 PM	0:04:48		Internal
597058523980			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Mar, 2025 08:12:24 PM	26 Mar, 2025 06:45:56 PM	18 Mar, 2025 09:40:03 PM	0:04:48		Internal
597058523980			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Mar, 2025 08:12:24 PM	26 Mar, 2025 06:45:56 PM	18 Mar, 2025 09:40:03 PM	0:04:48		Internal
597058523980			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Mar, 2025 08:12:24 PM	26 Mar, 2025 06:45:56 PM	18 Mar, 2025 09:40:03 PM	0:04:48		Internal
597058523980			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Mar, 2025 08:12:24 PM	26 Mar, 2025 06:45:56 PM	18 Mar, 2025 09:40:03 PM	0:04:48		Internal
597058523980			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Mar, 2025 08:12:24 PM	26 Mar, 2025 06:45:56 PM	18 Mar, 2025 09:40:03 PM	0:04:48		Internal
597058523980			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Mar, 2025 08:12:24 PM	26 Mar, 2025 06:45:56 PM	18 Mar, 2025 09:40:03 PM	0:04:48		Internal
597058523980			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Mar, 2025 08:12:24 PM	26 Mar, 2025 06:45:56 PM	18 Mar, 2025 09:40:03 PM	0:04:48		Internal
597058523980			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Mar, 2025 08:12:24 PM	26 Mar, 2025 06:45:56 PM	18 Mar, 2025 09:40:03 PM	0:04:48		Internal
597058523980			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Mar, 2025 08:12:24 PM	26 Mar, 2025 06:45:56 PM	18 Mar, 2025 09:40:03 PM	0:04:48		Internal
597058523980			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Mar, 2025 08:12:24 PM	26 Mar, 2025 06:45:56 PM	18 Mar, 2025 09:40:03 PM	0:04:48		Internal
597058523980			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Mar, 2025 08:12:24 PM	26 Mar, 2025 06:45:56 PM	18 Mar, 2025 09:40:03 PM	0:04:48		Internal
597058523980			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Mar, 2025 08:12:24 PM	26 Mar, 2025 06:45:56 PM	18 Mar, 2025 09:40:03 PM	0:04:48		Internal
597058523980			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Mar, 2025 08:12:24 PM	26 Mar, 2025 06:45:56 PM	18 Mar, 2025 09:40:03 PM	0:04:48		Internal
597058523980			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Mar, 2025 08:12:24 PM	26 Mar, 2025 06:45:56 PM	18 Mar, 2025 09:40:03 PM	0:04:48		Internal
597058523980			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Mar, 2025 08:12:24 PM	26 Mar, 2025 06:45:56 PM	18 Mar, 2025 09:40:03 PM	0:04:48		Internal
597058523980			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		19 Mar, 2025 08:12:24 PM	26 Mar, 2025 06:45:56 PM	18 Mar, 2025 09:40:03 PM	0:04:48		Internal
597058523980			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Mar, 2025 08:12:24 PM	26 Mar, 2025 06:45:56 PM	18 Mar, 2025 09:40:03 PM	0:04:48		Internal
597058523980			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Mar, 2025 08:12:24 PM	26 Mar, 2025 06:45:56 PM	18 Mar, 2025 09:40:03 PM	0:04:48		Internal
597058523980			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Mar, 2025 08:12:24 PM	26 Mar, 2025 06:45:56 PM	18 Mar, 2025 09:40:03 PM	0:04:48		Internal
597059082206			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Mar, 2025 09:31:20 PM	26 Mar, 2025 06:53:01 PM	23 Mar, 2025 08:37:50 PM	0:06:19		Internal
597059082206			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Mar, 2025 09:31:20 PM	26 Mar, 2025 06:53:01 PM	23 Mar, 2025 08:37:50 PM	0:06:19		Internal
597059082206			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Mar, 2025 09:31:20 PM	26 Mar, 2025 06:53:01 PM	23 Mar, 2025 08:37:50 PM	0:06:19		Internal
597059082206			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Mar, 2025 09:31:20 PM	26 Mar, 2025 06:53:01 PM	23 Mar, 2025 08:37:50 PM	0:06:19		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597059082206	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	[redacted]	23 Mar, 2025 09:31:20 PM	26 Mar, 2025 06:53:01 PM	23 Mar, 2025 08:37:50 PM	0:06:19		Internal
597059082206			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Mar, 2025 09:31:20 PM	26 Mar, 2025 06:53:01 PM	23 Mar, 2025 08:37:50 PM	0:06:19		Internal
597059082206			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Mar, 2025 09:31:20 PM	26 Mar, 2025 06:53:01 PM	23 Mar, 2025 08:37:50 PM	0:06:19		Internal
597059082206			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Mar, 2025 09:31:20 PM	26 Mar, 2025 06:53:01 PM	23 Mar, 2025 08:37:50 PM	0:06:19		Internal
597059082206			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Mar, 2025 09:31:20 PM	26 Mar, 2025 06:53:01 PM	23 Mar, 2025 08:37:50 PM	0:06:19		Internal
597059082206			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Mar, 2025 09:31:20 PM	26 Mar, 2025 06:53:01 PM	23 Mar, 2025 08:37:50 PM	0:06:19		Internal
597059082206			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Mar, 2025 09:31:20 PM	26 Mar, 2025 06:53:01 PM	23 Mar, 2025 08:37:50 PM	0:06:19		Internal
597059082206			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Mar, 2025 09:31:20 PM	26 Mar, 2025 06:53:01 PM	23 Mar, 2025 08:37:50 PM	0:06:19		Internal
597059082206			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Mar, 2025 09:31:20 PM	26 Mar, 2025 06:53:01 PM	23 Mar, 2025 08:37:50 PM	0:06:19		Internal
597059082206			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Mar, 2025 09:31:20 PM	26 Mar, 2025 06:53:01 PM	23 Mar, 2025 08:37:50 PM	0:06:19		Internal
597059082206			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Mar, 2025 09:31:20 PM	26 Mar, 2025 06:53:01 PM	23 Mar, 2025 08:37:50 PM	0:06:19		Internal
597059082206			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Mar, 2025 09:31:20 PM	26 Mar, 2025 06:53:01 PM	23 Mar, 2025 08:37:50 PM	0:06:19		Internal
597059082206			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Mar, 2025 09:31:20 PM	26 Mar, 2025 06:53:01 PM	23 Mar, 2025 08:37:50 PM	0:06:19		Internal
597059082206			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Mar, 2025 09:31:20 PM	26 Mar, 2025 06:53:01 PM	23 Mar, 2025 08:37:50 PM	0:06:19		Internal
597059082206			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Mar, 2025 09:31:20 PM	26 Mar, 2025 06:53:01 PM	23 Mar, 2025 08:37:50 PM	0:06:19		Internal
597059082206			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Mar, 2025 09:31:20 PM	26 Mar, 2025 06:53:01 PM	23 Mar, 2025 08:37:50 PM	0:06:19		Internal
597059082206			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Mar, 2025 09:31:20 PM	26 Mar, 2025 06:53:01 PM	23 Mar, 2025 08:37:50 PM	0:06:19		Internal
597059082206			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Mar, 2025 09:31:20 PM	26 Mar, 2025 06:53:01 PM	23 Mar, 2025 08:37:50 PM	0:06:19		Internal
597059082206			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		23 Mar, 2025 09:31:20 PM	26 Mar, 2025 06:53:01 PM	23 Mar, 2025 08:37:50 PM	0:06:19		Internal
597059082206			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Mar, 2025 09:31:20 PM	26 Mar, 2025 06:53:01 PM	23 Mar, 2025 08:37:50 PM	0:06:19		Internal
597059082206			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Mar, 2025 09:31:20 PM	26 Mar, 2025 06:53:01 PM	23 Mar, 2025 08:37:50 PM	0:06:19		Internal
597059082206			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Mar, 2025 09:31:20 PM	26 Mar, 2025 06:53:01 PM	23 Mar, 2025 08:37:50 PM	0:06:19		Internal
597059122759			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Mar, 2025 02:32:12 PM	26 Mar, 2025 07:14:13 PM	24 Mar, 2025 02:01:38 PM	0:04:52		Internal
597059122759			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Mar, 2025 02:32:12 PM	26 Mar, 2025 07:14:13 PM	24 Mar, 2025 02:01:38 PM	0:04:52		Internal
597059122759			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Mar, 2025 02:32:12 PM	26 Mar, 2025 07:14:13 PM	24 Mar, 2025 02:01:38 PM	0:04:52		Internal
597059122759			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Mar, 2025 02:32:12 PM	26 Mar, 2025 07:14:13 PM	24 Mar, 2025 02:01:38 PM	0:04:52		Internal
597059122759			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Mar, 2025 02:32:12 PM	26 Mar, 2025 07:14:13 PM	24 Mar, 2025 02:01:38 PM	0:04:52		Internal
597059122759			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Mar, 2025 02:32:12 PM	26 Mar, 2025 07:14:13 PM	24 Mar, 2025 02:01:38 PM	0:04:52		Internal
597059122759			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Mar, 2025 02:32:12 PM	26 Mar, 2025 07:14:13 PM	24 Mar, 2025 02:01:38 PM	0:04:52		Internal
597059122759			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Mar, 2025 02:32:12 PM	26 Mar, 2025 07:14:13 PM	24 Mar, 2025 02:01:38 PM	0:04:52		Internal
597059122759			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Mar, 2025 02:32:12 PM	26 Mar, 2025 07:14:13 PM	24 Mar, 2025 02:01:38 PM	0:04:52		Internal
597059122759			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Mar, 2025 02:32:12 PM	26 Mar, 2025 07:14:13 PM	24 Mar, 2025 02:01:38 PM	0:04:52		Internal
597059122759			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Mar, 2025 02:32:12 PM	26 Mar, 2025 07:14:13 PM	24 Mar, 2025 02:01:38 PM	0:04:52		Internal
597059122759			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Mar, 2025 02:32:12 PM	26 Mar, 2025 07:14:13 PM	24 Mar, 2025 02:01:38 PM	0:04:52		Internal
597059122759			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Mar, 2025 02:32:12 PM	26 Mar, 2025 07:14:13 PM	24 Mar, 2025 02:01:38 PM	0:04:52		Internal
597059122759			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Mar, 2025 02:32:12 PM	26 Mar, 2025 07:14:13 PM	24 Mar, 2025 02:01:38 PM	0:04:52		Internal
597059122759			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Mar, 2025 02:32:12 PM	26 Mar, 2025 07:14:13 PM	24 Mar, 2025 02:01:38 PM	0:04:52		Internal
597059122759			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Mar, 2025 02:32:12 PM	26 Mar, 2025 07:14:13 PM	24 Mar, 2025 02:01:38 PM	0:04:52		Internal
597059122759			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Mar, 2025 02:32:12 PM	26 Mar, 2025 07:14:13 PM	24 Mar, 2025 02:01:38 PM	0:04:52		Internal
597059122759			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Mar, 2025 02:32:12 PM	26 Mar, 2025 07:14:13 PM	24 Mar, 2025 02:01:38 PM	0:04:52		Internal
597059122759			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Mar, 2025 02:32:12 PM	26 Mar, 2025 07:14:13 PM	24 Mar, 2025 02:01:38 PM	0:04:52		Internal
597059122759			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Mar, 2025 02:32:12 PM	26 Mar, 2025 07:14:13 PM	24 Mar, 2025 02:01:38 PM	0:04:52		Internal
597059122759			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Mar, 2025 02:32:12 PM	26 Mar, 2025 07:14:13 PM	24 Mar, 2025 02:01:38 PM	0:04:52		Internal
597059122759			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Mar, 2025 02:32:12 PM	26 Mar, 2025 07:14:13 PM	24 Mar, 2025 02:01:38 PM	0:04:52		Internal
597059122759			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		24 Mar, 2025 02:32:12 PM	26 Mar, 2025 07:14:13 PM	24 Mar, 2025 02:01:38 PM	0:04:52		Internal
597059122759			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Mar, 2025 02:32:12 PM	26 Mar, 2025 07:14:13 PM	24 Mar, 2025 02:01:38 PM	0:04:52		Internal
597059122759			CTE_Bus_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Mar, 2025 02:32:12 PM	26 Mar, 2025 07:14:13 PM	24 Mar, 2025 02:01:38 PM	0:04:52		Internal
597059122759			CTE_Bus_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Mar, 2025 02:32:12 PM	26 Mar, 2025 07:14:13 PM	24 Mar, 2025 02:01:38 PM	0:04:52		Internal
597059455090			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Mar, 2025 07:15:32 PM	26 Mar, 2025 07:20:26 PM	25 Mar, 2025 09:54:44 PM	0:03:48		Internal
597059455090			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Mar, 2025 07:15:32 PM	26 Mar, 2025 07:20:26 PM	25 Mar, 2025 09:54:44 PM	0:03:48		Internal
597059455090			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Mar, 2025 07:15:32 PM	26 Mar, 2025 07:20:26 PM	25 Mar, 2025 09:54:44 PM	0:03:48		Internal
597059455090			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Mar, 2025 07:15:32 PM	26 Mar, 2025 07:20:26 PM	25 Mar, 2025 09:54:44 PM	0:03:48		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597059455090			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Mar, 2025 07:15:32 PM	26 Mar, 2025 07:20:26 PM	25 Mar, 2025 09:54:44 PM	0:03:48		Internal
597059455090			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Mar, 2025 07:15:32 PM	26 Mar, 2025 07:20:26 PM	25 Mar, 2025 09:54:44 PM	0:03:48		Internal
597059455090			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Mar, 2025 07:15:32 PM	26 Mar, 2025 07:20:26 PM	25 Mar, 2025 09:54:44 PM	0:03:48		Internal
597059455090			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Mar, 2025 07:15:32 PM	26 Mar, 2025 07:20:26 PM	25 Mar, 2025 09:54:44 PM	0:03:48		Internal
597059455090			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Mar, 2025 07:15:32 PM	26 Mar, 2025 07:20:26 PM	25 Mar, 2025 09:54:44 PM	0:03:48		Internal
597059455090			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Mar, 2025 07:15:32 PM	26 Mar, 2025 07:20:26 PM	25 Mar, 2025 09:54:44 PM	0:03:48		Internal
597059455090			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Mar, 2025 07:15:32 PM	26 Mar, 2025 07:20:26 PM	25 Mar, 2025 09:54:44 PM	0:03:48		Internal
597059455090			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Mar, 2025 07:15:32 PM	26 Mar, 2025 07:20:26 PM	25 Mar, 2025 09:54:44 PM	0:03:48		Internal
597059455090			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Mar, 2025 07:15:32 PM	26 Mar, 2025 07:20:26 PM	25 Mar, 2025 09:54:44 PM	0:03:48		Internal
597059455090			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Mar, 2025 07:15:32 PM	26 Mar, 2025 07:20:26 PM	25 Mar, 2025 09:54:44 PM	0:03:48		Internal
597059455090			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Mar, 2025 07:15:32 PM	26 Mar, 2025 07:20:26 PM	25 Mar, 2025 09:54:44 PM	0:03:48		Internal
597059455090			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Mar, 2025 07:15:32 PM	26 Mar, 2025 07:20:26 PM	25 Mar, 2025 09:54:44 PM	0:03:48		Internal
597059455090			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Mar, 2025 07:15:32 PM	26 Mar, 2025 07:20:26 PM	25 Mar, 2025 09:54:44 PM	0:03:48		Internal
597059455090			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Mar, 2025 07:15:32 PM	26 Mar, 2025 07:20:26 PM	25 Mar, 2025 09:54:44 PM	0:03:48		Internal
597059455090			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Mar, 2025 07:15:32 PM	26 Mar, 2025 07:20:26 PM	25 Mar, 2025 09:54:44 PM	0:03:48		Internal
597059455090			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Mar, 2025 07:15:32 PM	26 Mar, 2025 07:20:26 PM	25 Mar, 2025 09:54:44 PM	0:03:48		Internal
597059455090			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Mar, 2025 07:15:32 PM	26 Mar, 2025 07:20:26 PM	25 Mar, 2025 09:54:44 PM	0:03:48		Internal
597059455090			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Mar, 2025 07:15:32 PM	26 Mar, 2025 07:20:26 PM	25 Mar, 2025 09:54:44 PM	0:03:48		Internal
597059455090			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		26 Mar, 2025 07:15:32 PM	26 Mar, 2025 07:20:26 PM	25 Mar, 2025 09:54:44 PM	0:03:48		Internal
597059455090			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Mar, 2025 07:15:32 PM	26 Mar, 2025 07:20:26 PM	25 Mar, 2025 09:54:44 PM	0:03:48		Internal
597059455090			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Mar, 2025 07:15:32 PM	26 Mar, 2025 07:20:26 PM	25 Mar, 2025 09:54:44 PM	0:03:48		Internal
597059455090			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Mar, 2025 07:15:32 PM	26 Mar, 2025 07:20:26 PM	25 Mar, 2025 09:54:44 PM	0:03:48		Internal
596116520273			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Mar, 2025 03:01:01 PM	26 Mar, 2025 07:37:19 PM	11 Mar, 2025 02:51:48 PM	0:05:57		Internal
596116520273			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Mar, 2025 03:01:01 PM	26 Mar, 2025 07:37:19 PM	11 Mar, 2025 02:51:48 PM	0:05:57		Internal
596116520273			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Mar, 2025 03:01:01 PM	26 Mar, 2025 07:37:19 PM	11 Mar, 2025 02:51:48 PM	0:05:57		Internal
596116520273			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Mar, 2025 03:01:01 PM	26 Mar, 2025 07:37:19 PM	11 Mar, 2025 02:51:48 PM	0:05:57		Internal
596116520273			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Mar, 2025 03:01:01 PM	26 Mar, 2025 07:37:19 PM	11 Mar, 2025 02:51:48 PM	0:05:57		Internal
596116520273			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Mar, 2025 03:01:01 PM	26 Mar, 2025 07:37:19 PM	11 Mar, 2025 02:51:48 PM	0:05:57		Internal
596116520273			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Mar, 2025 03:01:01 PM	26 Mar, 2025 07:37:19 PM	11 Mar, 2025 02:51:48 PM	0:05:57		Internal
596116520273			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Mar, 2025 03:01:01 PM	26 Mar, 2025 07:37:19 PM	11 Mar, 2025 02:51:48 PM	0:05:57		Internal
596116520273			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Mar, 2025 03:01:01 PM	26 Mar, 2025 07:37:19 PM	11 Mar, 2025 02:51:48 PM	0:05:57		Internal
596116520273			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Mar, 2025 03:01:01 PM	26 Mar, 2025 07:37:19 PM	11 Mar, 2025 02:51:48 PM	0:05:57		Internal
596116520273			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Mar, 2025 03:01:01 PM	26 Mar, 2025 07:37:19 PM	11 Mar, 2025 02:51:48 PM	0:05:57		Internal
596116520273			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Mar, 2025 03:01:01 PM	26 Mar, 2025 07:37:19 PM	11 Mar, 2025 02:51:48 PM	0:05:57		Internal
596116520273			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Mar, 2025 03:01:01 PM	26 Mar, 2025 07:37:19 PM	11 Mar, 2025 02:51:48 PM	0:05:57		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596116520273	[redacted]	[redacted]	CTE_Bus_Billing	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	[redacted]	11 Mar, 2025 03:01:01 PM	26 Mar, 2025 07:37:19 PM	11 Mar, 2025 02:51:48 PM	0:05:57		Internal
596116520273			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Mar, 2025 03:01:01 PM	26 Mar, 2025 07:37:19 PM	11 Mar, 2025 02:51:48 PM	0:05:57		Internal
596116520273			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Mar, 2025 03:01:01 PM	26 Mar, 2025 07:37:19 PM	11 Mar, 2025 02:51:48 PM	0:05:57		Internal
596116520273			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Mar, 2025 03:01:01 PM	26 Mar, 2025 07:37:19 PM	11 Mar, 2025 02:51:48 PM	0:05:57		Internal
596116520273			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Mar, 2025 03:01:01 PM	26 Mar, 2025 07:37:19 PM	11 Mar, 2025 02:51:48 PM	0:05:57		Internal
596116520273			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Mar, 2025 03:01:01 PM	26 Mar, 2025 07:37:19 PM	11 Mar, 2025 02:51:48 PM	0:05:57		Internal
596116520273			CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Mar, 2025 03:01:01 PM	26 Mar, 2025 07:37:19 PM	11 Mar, 2025 02:51:48 PM	0:05:57		Internal
596116520273			CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Mar, 2025 03:01:01 PM	26 Mar, 2025 07:37:19 PM	11 Mar, 2025 02:51:48 PM	0:05:57		Internal
596116520273			CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Mar, 2025 03:01:01 PM	26 Mar, 2025 07:37:19 PM	11 Mar, 2025 02:51:48 PM	0:05:57		Internal
596116520273			CTE_Bus_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		11 Mar, 2025 03:01:01 PM	26 Mar, 2025 07:37:19 PM	11 Mar, 2025 02:51:48 PM	0:05:57		Internal
596116520273			CTE_Bus_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Mar, 2025 03:01:01 PM	26 Mar, 2025 07:37:19 PM	11 Mar, 2025 02:51:48 PM	0:05:57		Internal
596116520273			CTE_Bus_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Mar, 2025 03:01:01 PM	26 Mar, 2025 07:37:19 PM	11 Mar, 2025 02:51:48 PM	0:05:57		Internal
596116520273			CTE_Bus_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Mar, 2025 03:01:01 PM	26 Mar, 2025 07:37:19 PM	11 Mar, 2025 02:51:48 PM	0:05:57		Internal
596115302889			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Mar, 2025 12:30:44 AM	26 Mar, 2025 09:10:53 PM	03 Mar, 2025 06:37:02 PM	0:06:16		Internal
596115302889			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Mar, 2025 12:30:44 AM	26 Mar, 2025 09:10:53 PM	03 Mar, 2025 06:37:02 PM	0:06:16		Internal
596115302889			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Mar, 2025 12:30:44 AM	26 Mar, 2025 09:10:53 PM	03 Mar, 2025 06:37:02 PM	0:06:16		Internal
596115302889			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Mar, 2025 12:30:44 AM	26 Mar, 2025 09:10:53 PM	03 Mar, 2025 06:37:02 PM	0:06:16		Internal
596115302889			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Mar, 2025 12:30:44 AM	26 Mar, 2025 09:10:53 PM	03 Mar, 2025 06:37:02 PM	0:06:16		Internal
596115302889			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Mar, 2025 12:30:44 AM	26 Mar, 2025 09:10:53 PM	03 Mar, 2025 06:37:02 PM	0:06:16		Internal
596115302889			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Mar, 2025 12:30:44 AM	26 Mar, 2025 09:10:53 PM	03 Mar, 2025 06:37:02 PM	0:06:16		Internal
596115302889			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Mar, 2025 12:30:44 AM	26 Mar, 2025 09:10:53 PM	03 Mar, 2025 06:37:02 PM	0:06:16		Internal
596115302889			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Mar, 2025 12:30:44 AM	26 Mar, 2025 09:10:53 PM	03 Mar, 2025 06:37:02 PM	0:06:16		Internal
596115302889			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Mar, 2025 12:30:44 AM	26 Mar, 2025 09:10:53 PM	03 Mar, 2025 06:37:02 PM	0:06:16		Internal
596115302889			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Mar, 2025 12:30:44 AM	26 Mar, 2025 09:10:53 PM	03 Mar, 2025 06:37:02 PM	0:06:16		Internal
596115302889			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Mar, 2025 12:30:44 AM	26 Mar, 2025 09:10:53 PM	03 Mar, 2025 06:37:02 PM	0:06:16		Internal
596115302889			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Mar, 2025 12:30:44 AM	26 Mar, 2025 09:10:53 PM	03 Mar, 2025 06:37:02 PM	0:06:16		Internal
596115302889			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Mar, 2025 12:30:44 AM	26 Mar, 2025 09:10:53 PM	03 Mar, 2025 06:37:02 PM	0:06:16		Internal
596115302889			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Mar, 2025 12:30:44 AM	26 Mar, 2025 09:10:53 PM	03 Mar, 2025 06:37:02 PM	0:06:16		Internal
596115302889			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Mar, 2025 12:30:44 AM	26 Mar, 2025 09:10:53 PM	03 Mar, 2025 06:37:02 PM	0:06:16		Internal
596115302889			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Mar, 2025 12:30:44 AM	26 Mar, 2025 09:10:53 PM	03 Mar, 2025 06:37:02 PM	0:06:16		Internal
596115302889			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Mar, 2025 12:30:44 AM	26 Mar, 2025 09:10:53 PM	03 Mar, 2025 06:37:02 PM	0:06:16		Internal
596115302889			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Mar, 2025 12:30:44 AM	26 Mar, 2025 09:10:53 PM	03 Mar, 2025 06:37:02 PM	0:06:16		Internal
596115302889			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Mar, 2025 12:30:44 AM	26 Mar, 2025 09:10:53 PM	03 Mar, 2025 06:37:02 PM	0:06:16		Internal
596115302889			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Mar, 2025 12:30:44 AM	26 Mar, 2025 09:10:53 PM	03 Mar, 2025 06:37:02 PM	0:06:16		Internal
596115302889			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Mar, 2025 12:30:44 AM	26 Mar, 2025 09:10:53 PM	03 Mar, 2025 06:37:02 PM	0:06:16		Internal
596115302889			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		04 Mar, 2025 12:30:44 AM	26 Mar, 2025 09:10:53 PM	03 Mar, 2025 06:37:02 PM	0:06:16		Internal
596115302889			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Mar, 2025 12:30:44 AM	26 Mar, 2025 09:10:53 PM	03 Mar, 2025 06:37:02 PM	0:06:16		Internal
596115302889			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Mar, 2025 12:30:44 AM	26 Mar, 2025 09:10:53 PM	03 Mar, 2025 06:37:02 PM	0:06:16		Internal
596115302889			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Mar, 2025 12:30:44 AM	26 Mar, 2025 09:10:53 PM	03 Mar, 2025 06:37:02 PM	0:06:16		Internal
597058567684			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Mar, 2025 02:01:43 PM	26 Mar, 2025 09:20:45 PM	19 Mar, 2025 01:53:55 PM	0:02:36		Internal
597058567684			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Mar, 2025 02:01:43 PM	26 Mar, 2025 09:20:45 PM	19 Mar, 2025 01:53:55 PM	0:02:36		Internal
597058567684			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Mar, 2025 02:01:43 PM	26 Mar, 2025 09:20:45 PM	19 Mar, 2025 01:53:55 PM	0:02:36		Internal
597058567684			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Mar, 2025 02:01:43 PM	26 Mar, 2025 09:20:45 PM	19 Mar, 2025 01:53:55 PM	0:02:36		Internal
597058567684			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Mar, 2025 02:01:43 PM	26 Mar, 2025 09:20:45 PM	19 Mar, 2025 01:53:55 PM	0:02:36		Internal
597058567684			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Mar, 2025 02:01:43 PM	26 Mar, 2025 09:20:45 PM	19 Mar, 2025 01:53:55 PM	0:02:36		Internal
597058567684			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Mar, 2025 02:01:43 PM	26 Mar, 2025 09:20:45 PM	19 Mar, 2025 01:53:55 PM	0:02:36		Internal
597058567684			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Mar, 2025 02:01:43 PM	26 Mar, 2025 09:20:45 PM	19 Mar, 2025 01:53:55 PM	0:02:36		Internal
597058567684			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Mar, 2025 02:01:43 PM	26 Mar, 2025 09:20:45 PM	19 Mar, 2025 01:53:55 PM	0:02:36		Internal
597058567684			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Mar, 2025 02:01:43 PM	26 Mar, 2025 09:20:45 PM	19 Mar, 2025 01:53:55 PM	0:02:36		Internal
597058567684			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Mar, 2025 02:01:43 PM	26 Mar, 2025 09:20:45 PM	19 Mar, 2025 01:53:55 PM	0:02:36		Internal
597058567684			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Mar, 2025 02:01:43 PM	26 Mar, 2025 09:20:45 PM	19 Mar, 2025 01:53:55 PM	0:02:36		Internal
597058567684			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Mar, 2025 02:01:43 PM	26 Mar, 2025 09:20:45 PM	19 Mar, 2025 01:53:55 PM	0:02:36		Internal
597058567684			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Mar, 2025 02:01:43 PM	26 Mar, 2025 09:20:45 PM	19 Mar, 2025 01:53:55 PM	0:02:36		Internal
597058567684			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Mar, 2025 02:01:43 PM	26 Mar, 2025 09:20:45 PM	19 Mar, 2025 01:53:55 PM	0:02:36		Internal
597058567684			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Mar, 2025 02:01:43 PM	26 Mar, 2025 09:20:45 PM	19 Mar, 2025 01:53:55 PM	0:02:36		Internal
597058567684			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Mar, 2025 02:01:43 PM	26 Mar, 2025 09:20:45 PM	19 Mar, 2025 01:53:55 PM	0:02:36		Internal
597058567684			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Mar, 2025 02:01:43 PM	26 Mar, 2025 09:20:45 PM	19 Mar, 2025 01:53:55 PM	0:02:36		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597058567684	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	19 Mar, 2025 02:01:43 PM	26 Mar, 2025 09:20:45 PM	19 Mar, 2025 01:53:55 PM	0:02:36		Internal
597058567684			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Mar, 2025 02:01:43 PM	26 Mar, 2025 09:20:45 PM	19 Mar, 2025 01:53:55 PM	0:02:36		Internal
597058567684			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Mar, 2025 02:01:43 PM	26 Mar, 2025 09:20:45 PM	19 Mar, 2025 01:53:55 PM	0:02:36		Internal
597058567684			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Mar, 2025 02:01:43 PM	26 Mar, 2025 09:20:45 PM	19 Mar, 2025 01:53:55 PM	0:02:36		Internal
597058567684			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		19 Mar, 2025 02:01:43 PM	26 Mar, 2025 09:20:45 PM	19 Mar, 2025 01:53:55 PM	0:02:36		Internal
597058567684			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Mar, 2025 02:01:43 PM	26 Mar, 2025 09:20:45 PM	19 Mar, 2025 01:53:55 PM	0:02:36		Internal
597058567684			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Mar, 2025 02:01:43 PM	26 Mar, 2025 09:20:45 PM	19 Mar, 2025 01:53:55 PM	0:02:36		Internal
597058567684			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Mar, 2025 02:01:43 PM	26 Mar, 2025 09:20:45 PM	19 Mar, 2025 01:53:55 PM	0:02:36		Internal
596116449477			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Mar, 2025 03:00:55 AM	26 Mar, 2025 09:40:52 PM	10 Mar, 2025 09:37:45 PM	0:08:24		Internal
596116449477			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Mar, 2025 03:00:55 AM	26 Mar, 2025 09:40:52 PM	10 Mar, 2025 09:37:45 PM	0:08:24		Internal
596116449477			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Mar, 2025 03:00:55 AM	26 Mar, 2025 09:40:52 PM	10 Mar, 2025 09:37:45 PM	0:08:24		Internal
596116449477			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Mar, 2025 03:00:55 AM	26 Mar, 2025 09:40:52 PM	10 Mar, 2025 09:37:45 PM	0:08:24		Internal
596116449477			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Mar, 2025 03:00:55 AM	26 Mar, 2025 09:40:52 PM	10 Mar, 2025 09:37:45 PM	0:08:24		Internal
596116449477			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Mar, 2025 03:00:55 AM	26 Mar, 2025 09:40:52 PM	10 Mar, 2025 09:37:45 PM	0:08:24		Internal
596116449477			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Mar, 2025 03:00:55 AM	26 Mar, 2025 09:40:52 PM	10 Mar, 2025 09:37:45 PM	0:08:24		Internal
596116449477			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Mar, 2025 03:00:55 AM	26 Mar, 2025 09:40:52 PM	10 Mar, 2025 09:37:45 PM	0:08:24		Internal
596116449477			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Mar, 2025 03:00:55 AM	26 Mar, 2025 09:40:52 PM	10 Mar, 2025 09:37:45 PM	0:08:24		Internal
596116449477			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Mar, 2025 03:00:55 AM	26 Mar, 2025 09:40:52 PM	10 Mar, 2025 09:37:45 PM	0:08:24		Internal
596116449477			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Mar, 2025 03:00:55 AM	26 Mar, 2025 09:40:52 PM	10 Mar, 2025 09:37:45 PM	0:08:24		Internal
596116449477			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Mar, 2025 03:00:55 AM	26 Mar, 2025 09:40:52 PM	10 Mar, 2025 09:37:45 PM	0:08:24		Internal
596116449477			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Mar, 2025 03:00:55 AM	26 Mar, 2025 09:40:52 PM	10 Mar, 2025 09:37:45 PM	0:08:24		Internal
596116449477			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Mar, 2025 03:00:55 AM	26 Mar, 2025 09:40:52 PM	10 Mar, 2025 09:37:45 PM	0:08:24		Internal
596116449477			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Mar, 2025 03:00:55 AM	26 Mar, 2025 09:40:52 PM	10 Mar, 2025 09:37:45 PM	0:08:24		Internal
596116449477			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Mar, 2025 03:00:55 AM	26 Mar, 2025 09:40:52 PM	10 Mar, 2025 09:37:45 PM	0:08:24		Internal
596116449477			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Mar, 2025 03:00:55 AM	26 Mar, 2025 09:40:52 PM	10 Mar, 2025 09:37:45 PM	0:08:24		Internal
596116449477			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Mar, 2025 03:00:55 AM	26 Mar, 2025 09:40:52 PM	10 Mar, 2025 09:37:45 PM	0:08:24		Internal
596116449477			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Mar, 2025 03:00:55 AM	26 Mar, 2025 09:40:52 PM	10 Mar, 2025 09:37:45 PM	0:08:24		Internal
596116449477			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Mar, 2025 03:00:55 AM	26 Mar, 2025 09:40:52 PM	10 Mar, 2025 09:37:45 PM	0:08:24		Internal
596116449477			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Mar, 2025 03:00:55 AM	26 Mar, 2025 09:40:52 PM	10 Mar, 2025 09:37:45 PM	0:08:24		Internal
596116449477			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Mar, 2025 03:00:55 AM	26 Mar, 2025 09:40:52 PM	10 Mar, 2025 09:37:45 PM	0:08:24		Internal
596116449477			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		11 Mar, 2025 03:00:55 AM	26 Mar, 2025 09:40:52 PM	10 Mar, 2025 09:37:45 PM	0:08:24		Internal
596116449477			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Mar, 2025 03:00:55 AM	26 Mar, 2025 09:40:52 PM	10 Mar, 2025 09:37:45 PM	0:08:24		Internal
596116449477			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Mar, 2025 03:00:55 AM	26 Mar, 2025 09:40:52 PM	10 Mar, 2025 09:37:45 PM	0:08:24		Internal
596116449477			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Mar, 2025 03:00:55 AM	26 Mar, 2025 09:40:52 PM	10 Mar, 2025 09:37:45 PM	0:08:24		Internal
597058226831			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Mar, 2025 04:01:51 PM	27 Mar, 2025 12:26:57 PM	17 Mar, 2025 02:16:59 PM	0:02:44		Internal
597058226831			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Mar, 2025 04:01:51 PM	27 Mar, 2025 12:26:57 PM	17 Mar, 2025 02:16:59 PM	0:02:44		Internal
597058226831			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Mar, 2025 04:01:51 PM	27 Mar, 2025 12:26:57 PM	17 Mar, 2025 02:16:59 PM	0:02:44		Internal
597058226831			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Mar, 2025 04:01:51 PM	27 Mar, 2025 12:26:57 PM	17 Mar, 2025 02:16:59 PM	0:02:44		Internal
597058226831			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Mar, 2025 04:01:51 PM	27 Mar, 2025 12:26:57 PM	17 Mar, 2025 02:16:59 PM	0:02:44		Internal
597058226831			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Mar, 2025 04:01:51 PM	27 Mar, 2025 12:26:57 PM	17 Mar, 2025 02:16:59 PM	0:02:44		Internal
597058226831			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Mar, 2025 04:01:51 PM	27 Mar, 2025 12:26:57 PM	17 Mar, 2025 02:16:59 PM	0:02:44		Internal
597058226831			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Mar, 2025 04:01:51 PM	27 Mar, 2025 12:26:57 PM	17 Mar, 2025 02:16:59 PM	0:02:44		Internal
597058226831			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Mar, 2025 04:01:51 PM	27 Mar, 2025 12:26:57 PM	17 Mar, 2025 02:16:59 PM	0:02:44		Internal
597058226831			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Mar, 2025 04:01:51 PM	27 Mar, 2025 12:26:57 PM	17 Mar, 2025 02:16:59 PM	0:02:44		Internal
597058226831			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Mar, 2025 04:01:51 PM	27 Mar, 2025 12:26:57 PM	17 Mar, 2025 02:16:59 PM	0:02:44		Internal
597058226831			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Mar, 2025 04:01:51 PM	27 Mar, 2025 12:26:57 PM	17 Mar, 2025 02:16:59 PM	0:02:44		Internal
597058226831			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Mar, 2025 04:01:51 PM	27 Mar, 2025 12:26:57 PM	17 Mar, 2025 02:16:59 PM	0:02:44		Internal
597058226831			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Mar, 2025 04:01:51 PM	27 Mar, 2025 12:26:57 PM	17 Mar, 2025 02:16:59 PM	0:02:44		Internal
597058226831			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Mar, 2025 04:01:51 PM	27 Mar, 2025 12:26:57 PM	17 Mar, 2025 02:16:59 PM	0:02:44		Internal
597058226831			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Mar, 2025 04:01:51 PM	27 Mar, 2025 12:26:57 PM	17 Mar, 2025 02:16:59 PM	0:02:44		Internal
597058226831			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Mar, 2025 04:01:51 PM	27 Mar, 2025 12:26:57 PM	17 Mar, 2025 02:16:59 PM	0:02:44		Internal
597058226831			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Mar, 2025 04:01:51 PM	27 Mar, 2025 12:26:57 PM	17 Mar, 2025 02:16:59 PM	0:02:44		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597058226831	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	17 Mar, 2025 04:01:51 PM	27 Mar, 2025 12:26:57 PM	17 Mar, 2025 02:16:59 PM	0:02:44		Internal
597058226831			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Mar, 2025 04:01:51 PM	27 Mar, 2025 12:26:57 PM	17 Mar, 2025 02:16:59 PM	0:02:44		Internal
597058226831			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Mar, 2025 04:01:51 PM	27 Mar, 2025 12:26:57 PM	17 Mar, 2025 02:16:59 PM	0:02:44		Internal
597058226831			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Mar, 2025 04:01:51 PM	27 Mar, 2025 12:26:57 PM	17 Mar, 2025 02:16:59 PM	0:02:44		Internal
597058226831			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		17 Mar, 2025 04:01:51 PM	27 Mar, 2025 12:26:57 PM	17 Mar, 2025 02:16:59 PM	0:02:44		Internal
597058226831			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Mar, 2025 04:01:51 PM	27 Mar, 2025 12:26:57 PM	17 Mar, 2025 02:16:59 PM	0:02:44		Internal
597058226831			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Mar, 2025 04:01:51 PM	27 Mar, 2025 12:26:57 PM	17 Mar, 2025 02:16:59 PM	0:02:44		Internal
597058226831			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Mar, 2025 04:01:51 PM	27 Mar, 2025 12:26:57 PM	17 Mar, 2025 02:16:59 PM	0:02:44		Internal
621941587985			CTE_Bus_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Mar, 2025 12:55:25 PM	27 Mar, 2025 12:58:34 PM	26 Mar, 2025 07:39:37 PM	0:03:37		Internal
621941587985			CTE_Bus_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Mar, 2025 12:55:25 PM	27 Mar, 2025 12:58:34 PM	26 Mar, 2025 07:39:37 PM	0:03:37		Internal
621941587985			CTE_Bus_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Mar, 2025 12:55:25 PM	27 Mar, 2025 12:58:34 PM	26 Mar, 2025 07:39:37 PM	0:03:37		Internal
621941587985			CTE_Bus_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Mar, 2025 12:55:25 PM	27 Mar, 2025 12:58:34 PM	26 Mar, 2025 07:39:37 PM	0:03:37		Internal
621941587985			CTE_Bus_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Mar, 2025 12:55:25 PM	27 Mar, 2025 12:58:34 PM	26 Mar, 2025 07:39:37 PM	0:03:37		Internal
621941587985			CTE_Bus_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Mar, 2025 12:55:25 PM	27 Mar, 2025 12:58:34 PM	26 Mar, 2025 07:39:37 PM	0:03:37		Internal
621941587985			CTE_Bus_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Mar, 2025 12:55:25 PM	27 Mar, 2025 12:58:34 PM	26 Mar, 2025 07:39:37 PM	0:03:37		Internal
621941587985			CTE_Bus_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Mar, 2025 12:55:25 PM	27 Mar, 2025 12:58:34 PM	26 Mar, 2025 07:39:37 PM	0:03:37		Internal
621941587985			CTE_Bus_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Mar, 2025 12:55:25 PM	27 Mar, 2025 12:58:34 PM	26 Mar, 2025 07:39:37 PM	0:03:37		Internal
621941587985			CTE_Bus_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Mar, 2025 12:55:25 PM	27 Mar, 2025 12:58:34 PM	26 Mar, 2025 07:39:37 PM	0:03:37		Internal
621941587985			CTE_Bus_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Mar, 2025 12:55:25 PM	27 Mar, 2025 12:58:34 PM	26 Mar, 2025 07:39:37 PM	0:03:37		Internal
621941587985			CTE_Bus_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Mar, 2025 12:55:25 PM	27 Mar, 2025 12:58:34 PM	26 Mar, 2025 07:39:37 PM	0:03:37		Internal
621941587985			CTE_Bus_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Mar, 2025 12:55:25 PM	27 Mar, 2025 12:58:34 PM	26 Mar, 2025 07:39:37 PM	0:03:37		Internal
621941587985			CTE_Bus_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Mar, 2025 12:55:25 PM	27 Mar, 2025 12:58:34 PM	26 Mar, 2025 07:39:37 PM	0:03:37		Internal
621941587985			CTE_Bus_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Mar, 2025 12:55:25 PM	27 Mar, 2025 12:58:34 PM	26 Mar, 2025 07:39:37 PM	0:03:37		Internal
621941587985			CTE_Bus_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Mar, 2025 12:55:25 PM	27 Mar, 2025 12:58:34 PM	26 Mar, 2025 07:39:37 PM	0:03:37		Internal
621941587985			CTE_Bus_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Mar, 2025 12:55:25 PM	27 Mar, 2025 12:58:34 PM	26 Mar, 2025 07:39:37 PM	0:03:37		Internal
621941587985			CTE_Bus_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Mar, 2025 12:55:25 PM	27 Mar, 2025 12:58:34 PM	26 Mar, 2025 07:39:37 PM	0:03:37		Internal
621941587985			CTE_Bus_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Mar, 2025 12:55:25 PM	27 Mar, 2025 12:58:34 PM	26 Mar, 2025 07:39:37 PM	0:03:37		Internal
621941587985			CTE_Bus_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Mar, 2025 12:55:25 PM	27 Mar, 2025 12:58:34 PM	26 Mar, 2025 07:39:37 PM	0:03:37		Internal
621941587985			CTE_Bus_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Mar, 2025 12:55:25 PM	27 Mar, 2025 12:58:34 PM	26 Mar, 2025 07:39:37 PM	0:03:37		Internal
621941587985			CTE_Bus_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Mar, 2025 12:55:25 PM	27 Mar, 2025 12:58:34 PM	26 Mar, 2025 07:39:37 PM	0:03:37		Internal
621941587985			CTE_Bus_Default		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		27 Mar, 2025 12:55:25 PM	27 Mar, 2025 12:58:34 PM	26 Mar, 2025 07:39:37 PM	0:03:37		Internal
621941587985			CTE_Bus_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Mar, 2025 12:55:25 PM	27 Mar, 2025 12:58:34 PM	26 Mar, 2025 07:39:37 PM	0:03:37		Internal
621941587985			CTE_Bus_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Mar, 2025 12:55:25 PM	27 Mar, 2025 12:58:34 PM	26 Mar, 2025 07:39:37 PM	0:03:37		Internal
621941587985			CTE_Bus_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Mar, 2025 12:55:25 PM	27 Mar, 2025 12:58:34 PM	26 Mar, 2025 07:39:37 PM	0:03:37		Internal
596116325489			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Mar, 2025 11:31:14 PM	27 Mar, 2025 01:24:17 PM	10 Mar, 2025 03:15:59 PM	0:05:28		Internal
596116325489			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Mar, 2025 11:31:14 PM	27 Mar, 2025 01:24:17 PM	10 Mar, 2025 03:15:59 PM	0:05:28		Internal
596116325489			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Mar, 2025 11:31:14 PM	27 Mar, 2025 01:24:17 PM	10 Mar, 2025 03:15:59 PM	0:05:28		Internal
596116325489			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Mar, 2025 11:31:14 PM	27 Mar, 2025 01:24:17 PM	10 Mar, 2025 03:15:59 PM	0:05:28		Internal
596116325489			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Mar, 2025 11:31:14 PM	27 Mar, 2025 01:24:17 PM	10 Mar, 2025 03:15:59 PM	0:05:28		Internal
596116325489			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Mar, 2025 11:31:14 PM	27 Mar, 2025 01:24:17 PM	10 Mar, 2025 03:15:59 PM	0:05:28		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596116325489	[redacted]	[redacted]	CTE_Bus_Solar	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	10 Mar, 2025 11:31:14 PM	27 Mar, 2025 01:24:17 PM	10 Mar, 2025 03:15:59 PM	0:05:28		Internal
596116325489			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Mar, 2025 11:31:14 PM	27 Mar, 2025 01:24:17 PM	10 Mar, 2025 03:15:59 PM	0:05:28		Internal
596116325489			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Mar, 2025 11:31:14 PM	27 Mar, 2025 01:24:17 PM	10 Mar, 2025 03:15:59 PM	0:05:28		Internal
596116325489			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Mar, 2025 11:31:14 PM	27 Mar, 2025 01:24:17 PM	10 Mar, 2025 03:15:59 PM	0:05:28		Internal
596116325489			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Mar, 2025 11:31:14 PM	27 Mar, 2025 01:24:17 PM	10 Mar, 2025 03:15:59 PM	0:05:28		Internal
596116325489			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Mar, 2025 11:31:14 PM	27 Mar, 2025 01:24:17 PM	10 Mar, 2025 03:15:59 PM	0:05:28		Internal
596116325489			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Mar, 2025 11:31:14 PM	27 Mar, 2025 01:24:17 PM	10 Mar, 2025 03:15:59 PM	0:05:28		Internal
596116325489			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Mar, 2025 11:31:14 PM	27 Mar, 2025 01:24:17 PM	10 Mar, 2025 03:15:59 PM	0:05:28		Internal
596116325489			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Mar, 2025 11:31:14 PM	27 Mar, 2025 01:24:17 PM	10 Mar, 2025 03:15:59 PM	0:05:28		Internal
596116325489			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Mar, 2025 11:31:14 PM	27 Mar, 2025 01:24:17 PM	10 Mar, 2025 03:15:59 PM	0:05:28		Internal
596116325489			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Mar, 2025 11:31:14 PM	27 Mar, 2025 01:24:17 PM	10 Mar, 2025 03:15:59 PM	0:05:28		Internal
596116325489			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Mar, 2025 11:31:14 PM	27 Mar, 2025 01:24:17 PM	10 Mar, 2025 03:15:59 PM	0:05:28		Internal
596116325489			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Mar, 2025 11:31:14 PM	27 Mar, 2025 01:24:17 PM	10 Mar, 2025 03:15:59 PM	0:05:28		Internal
596116325489			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Mar, 2025 11:31:14 PM	27 Mar, 2025 01:24:17 PM	10 Mar, 2025 03:15:59 PM	0:05:28		Internal
596116325489			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Mar, 2025 11:31:14 PM	27 Mar, 2025 01:24:17 PM	10 Mar, 2025 03:15:59 PM	0:05:28		Internal
596116325489			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Mar, 2025 11:31:14 PM	27 Mar, 2025 01:24:17 PM	10 Mar, 2025 03:15:59 PM	0:05:28		Internal
596116325489			CTE_Bus_Solar		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Mar, 2025 11:31:14 PM	27 Mar, 2025 01:24:17 PM	10 Mar, 2025 03:15:59 PM	0:05:28		Internal
596116325489			CTE_Bus_Solar		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Mar, 2025 11:31:14 PM	27 Mar, 2025 01:24:17 PM	10 Mar, 2025 03:15:59 PM	0:05:28		Internal
596116325489			CTE_Bus_Solar		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Mar, 2025 11:31:14 PM	27 Mar, 2025 01:24:17 PM	10 Mar, 2025 03:15:59 PM	0:05:28		Internal
596116325489			CTE_Bus_Solar		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Mar, 2025 11:31:14 PM	27 Mar, 2025 01:24:17 PM	10 Mar, 2025 03:15:59 PM	0:05:28		Internal
597059332832			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Mar, 2025 02:31:59 AM	27 Mar, 2025 01:38:31 PM	25 Mar, 2025 02:59:26 PM	0:05:05		Internal
597059332832			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Mar, 2025 02:31:59 AM	27 Mar, 2025 01:38:31 PM	25 Mar, 2025 02:59:26 PM	0:05:05		Internal
597059332832			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Mar, 2025 02:31:59 AM	27 Mar, 2025 01:38:31 PM	25 Mar, 2025 02:59:26 PM	0:05:05		Internal
597059332832			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Mar, 2025 02:31:59 AM	27 Mar, 2025 01:38:31 PM	25 Mar, 2025 02:59:26 PM	0:05:05		Internal
597059332832			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Mar, 2025 02:31:59 AM	27 Mar, 2025 01:38:31 PM	25 Mar, 2025 02:59:26 PM	0:05:05		Internal
597059332832			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Mar, 2025 02:31:59 AM	27 Mar, 2025 01:38:31 PM	25 Mar, 2025 02:59:26 PM	0:05:05		Internal
597059332832			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Mar, 2025 02:31:59 AM	27 Mar, 2025 01:38:31 PM	25 Mar, 2025 02:59:26 PM	0:05:05		Internal
597059332832			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Mar, 2025 02:31:59 AM	27 Mar, 2025 01:38:31 PM	25 Mar, 2025 02:59:26 PM	0:05:05		Internal
597059332832			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Mar, 2025 02:31:59 AM	27 Mar, 2025 01:38:31 PM	25 Mar, 2025 02:59:26 PM	0:05:05		Internal
597059332832			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Mar, 2025 02:31:59 AM	27 Mar, 2025 01:38:31 PM	25 Mar, 2025 02:59:26 PM	0:05:05		Internal
597059332832			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Mar, 2025 02:31:59 AM	27 Mar, 2025 01:38:31 PM	25 Mar, 2025 02:59:26 PM	0:05:05		Internal
597059332832			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Mar, 2025 02:31:59 AM	27 Mar, 2025 01:38:31 PM	25 Mar, 2025 02:59:26 PM	0:05:05		Internal
597059332832			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Mar, 2025 02:31:59 AM	27 Mar, 2025 01:38:31 PM	25 Mar, 2025 02:59:26 PM	0:05:05		Internal
597059332832			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Mar, 2025 02:31:59 AM	27 Mar, 2025 01:38:31 PM	25 Mar, 2025 02:59:26 PM	0:05:05		Internal
597059332832			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Mar, 2025 02:31:59 AM	27 Mar, 2025 01:38:31 PM	25 Mar, 2025 02:59:26 PM	0:05:05		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597059332832	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	[redacted]	26 Mar, 2025 02:31:59 AM	27 Mar, 2025 01:38:31 PM	25 Mar, 2025 02:59:26 PM	0:05:05		Internal
597059332832			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Mar, 2025 02:31:59 AM	27 Mar, 2025 01:38:31 PM	25 Mar, 2025 02:59:26 PM	0:05:05		Internal
597059332832			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Mar, 2025 02:31:59 AM	27 Mar, 2025 01:38:31 PM	25 Mar, 2025 02:59:26 PM	0:05:05		Internal
597059332832			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Mar, 2025 02:31:59 AM	27 Mar, 2025 01:38:31 PM	25 Mar, 2025 02:59:26 PM	0:05:05		Internal
597059332832			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Mar, 2025 02:31:59 AM	27 Mar, 2025 01:38:31 PM	25 Mar, 2025 02:59:26 PM	0:05:05		Internal
597059332832			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Mar, 2025 02:31:59 AM	27 Mar, 2025 01:38:31 PM	25 Mar, 2025 02:59:26 PM	0:05:05		Internal
597059332832			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Mar, 2025 02:31:59 AM	27 Mar, 2025 01:38:31 PM	25 Mar, 2025 02:59:26 PM	0:05:05		Internal
597059332832			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		26 Mar, 2025 02:31:59 AM	27 Mar, 2025 01:38:31 PM	25 Mar, 2025 02:59:26 PM	0:05:05		Internal
597059332832			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Mar, 2025 02:31:59 AM	27 Mar, 2025 01:38:31 PM	25 Mar, 2025 02:59:26 PM	0:05:05		Internal
597059332832			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Mar, 2025 02:31:59 AM	27 Mar, 2025 01:38:31 PM	25 Mar, 2025 02:59:26 PM	0:05:05		Internal
597059332832			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Mar, 2025 02:31:59 AM	27 Mar, 2025 01:38:31 PM	25 Mar, 2025 02:59:26 PM	0:05:05		Internal
597059310351			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Mar, 2025 12:41:08 PM	27 Mar, 2025 02:00:31 PM	25 Mar, 2025 01:46:06 PM	0:05:44		Internal
597059310351			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Mar, 2025 12:41:08 PM	27 Mar, 2025 02:00:31 PM	25 Mar, 2025 01:46:06 PM	0:05:44		Internal
597059310351			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Mar, 2025 12:41:08 PM	27 Mar, 2025 02:00:31 PM	25 Mar, 2025 01:46:06 PM	0:05:44		Internal
597059310351			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Mar, 2025 12:41:08 PM	27 Mar, 2025 02:00:31 PM	25 Mar, 2025 01:46:06 PM	0:05:44		Internal
597059310351			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Mar, 2025 12:41:08 PM	27 Mar, 2025 02:00:31 PM	25 Mar, 2025 01:46:06 PM	0:05:44		Internal
597059310351			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Mar, 2025 12:41:08 PM	27 Mar, 2025 02:00:31 PM	25 Mar, 2025 01:46:06 PM	0:05:44		Internal
597059310351			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Mar, 2025 12:41:08 PM	27 Mar, 2025 02:00:31 PM	25 Mar, 2025 01:46:06 PM	0:05:44		Internal
597059310351			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Mar, 2025 12:41:08 PM	27 Mar, 2025 02:00:31 PM	25 Mar, 2025 01:46:06 PM	0:05:44		Internal
597059310351			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Mar, 2025 12:41:08 PM	27 Mar, 2025 02:00:31 PM	25 Mar, 2025 01:46:06 PM	0:05:44		Internal
597059310351			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Mar, 2025 12:41:08 PM	27 Mar, 2025 02:00:31 PM	25 Mar, 2025 01:46:06 PM	0:05:44		Internal
597059310351			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Mar, 2025 12:41:08 PM	27 Mar, 2025 02:00:31 PM	25 Mar, 2025 01:46:06 PM	0:05:44		Internal
597059310351			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Mar, 2025 12:41:08 PM	27 Mar, 2025 02:00:31 PM	25 Mar, 2025 01:46:06 PM	0:05:44		Internal
597059310351			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Mar, 2025 12:41:08 PM	27 Mar, 2025 02:00:31 PM	25 Mar, 2025 01:46:06 PM	0:05:44		Internal
597059310351			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Mar, 2025 12:41:08 PM	27 Mar, 2025 02:00:31 PM	25 Mar, 2025 01:46:06 PM	0:05:44		Internal
597059310351			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Mar, 2025 12:41:08 PM	27 Mar, 2025 02:00:31 PM	25 Mar, 2025 01:46:06 PM	0:05:44		Internal
597059310351			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Mar, 2025 12:41:08 PM	27 Mar, 2025 02:00:31 PM	25 Mar, 2025 01:46:06 PM	0:05:44		Internal
597059310351			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Mar, 2025 12:41:08 PM	27 Mar, 2025 02:00:31 PM	25 Mar, 2025 01:46:06 PM	0:05:44		Internal
597059310351			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Mar, 2025 12:41:08 PM	27 Mar, 2025 02:00:31 PM	25 Mar, 2025 01:46:06 PM	0:05:44		Internal
597059310351			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Mar, 2025 12:41:08 PM	27 Mar, 2025 02:00:31 PM	25 Mar, 2025 01:46:06 PM	0:05:44		Internal
597059310351			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Mar, 2025 12:41:08 PM	27 Mar, 2025 02:00:31 PM	25 Mar, 2025 01:46:06 PM	0:05:44		Internal
597059310351			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Mar, 2025 12:41:08 PM	27 Mar, 2025 02:00:31 PM	25 Mar, 2025 01:46:06 PM	0:05:44		Internal
597059310351			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Mar, 2025 12:41:08 PM	27 Mar, 2025 02:00:31 PM	25 Mar, 2025 01:46:06 PM	0:05:44		Internal
597059310351			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		27 Mar, 2025 12:41:08 PM	27 Mar, 2025 02:00:31 PM	25 Mar, 2025 01:46:06 PM	0:05:44		Internal
597059310351			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Mar, 2025 12:41:08 PM	27 Mar, 2025 02:00:31 PM	25 Mar, 2025 01:46:06 PM	0:05:44		Internal
597059310351			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Mar, 2025 12:41:08 PM	27 Mar, 2025 02:00:31 PM	25 Mar, 2025 01:46:06 PM	0:05:44		Internal
597059310351			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Mar, 2025 12:41:08 PM	27 Mar, 2025 02:00:31 PM	25 Mar, 2025 01:46:06 PM	0:05:44		Internal
596115861621			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Mar, 2025 07:00:40 AM	27 Mar, 2025 02:35:07 PM	06 Mar, 2025 05:32:01 PM	0:03:44		Internal
596115861621			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Mar, 2025 07:00:40 AM	27 Mar, 2025 02:35:07 PM	06 Mar, 2025 05:32:01 PM	0:03:44		Internal
596115861621			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Mar, 2025 07:00:40 AM	27 Mar, 2025 02:35:07 PM	06 Mar, 2025 05:32:01 PM	0:03:44		Internal
596115861621			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Mar, 2025 07:00:40 AM	27 Mar, 2025 02:35:07 PM	06 Mar, 2025 05:32:01 PM	0:03:44		Internal
596115861621			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Mar, 2025 07:00:40 AM	27 Mar, 2025 02:35:07 PM	06 Mar, 2025 05:32:01 PM	0:03:44		Internal
596115861621			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Mar, 2025 07:00:40 AM	27 Mar, 2025 02:35:07 PM	06 Mar, 2025 05:32:01 PM	0:03:44		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596115861621	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	07 Mar, 2025 07:00:40 AM	27 Mar, 2025 02:35:07 PM	06 Mar, 2025 05:32:01 PM	0:03:44		Internal
596115861621			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Mar, 2025 07:00:40 AM	27 Mar, 2025 02:35:07 PM	06 Mar, 2025 05:32:01 PM	0:03:44		Internal
596115861621			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Mar, 2025 07:00:40 AM	27 Mar, 2025 02:35:07 PM	06 Mar, 2025 05:32:01 PM	0:03:44		Internal
596115861621			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Mar, 2025 07:00:40 AM	27 Mar, 2025 02:35:07 PM	06 Mar, 2025 05:32:01 PM	0:03:44		Internal
596115861621			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Mar, 2025 07:00:40 AM	27 Mar, 2025 02:35:07 PM	06 Mar, 2025 05:32:01 PM	0:03:44		Internal
596115861621			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Mar, 2025 07:00:40 AM	27 Mar, 2025 02:35:07 PM	06 Mar, 2025 05:32:01 PM	0:03:44		Internal
596115861621			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Mar, 2025 07:00:40 AM	27 Mar, 2025 02:35:07 PM	06 Mar, 2025 05:32:01 PM	0:03:44		Internal
596115861621			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Mar, 2025 07:00:40 AM	27 Mar, 2025 02:35:07 PM	06 Mar, 2025 05:32:01 PM	0:03:44		Internal
596115861621			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Mar, 2025 07:00:40 AM	27 Mar, 2025 02:35:07 PM	06 Mar, 2025 05:32:01 PM	0:03:44		Internal
596115861621			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Mar, 2025 07:00:40 AM	27 Mar, 2025 02:35:07 PM	06 Mar, 2025 05:32:01 PM	0:03:44		Internal
596115861621			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Mar, 2025 07:00:40 AM	27 Mar, 2025 02:35:07 PM	06 Mar, 2025 05:32:01 PM	0:03:44		Internal
596115861621			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Mar, 2025 07:00:40 AM	27 Mar, 2025 02:35:07 PM	06 Mar, 2025 05:32:01 PM	0:03:44		Internal
596115861621			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Mar, 2025 07:00:40 AM	27 Mar, 2025 02:35:07 PM	06 Mar, 2025 05:32:01 PM	0:03:44		Internal
596115861621			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Mar, 2025 07:00:40 AM	27 Mar, 2025 02:35:07 PM	06 Mar, 2025 05:32:01 PM	0:03:44		Internal
596115861621			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Mar, 2025 07:00:40 AM	27 Mar, 2025 02:35:07 PM	06 Mar, 2025 05:32:01 PM	0:03:44		Internal
596115861621			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Mar, 2025 07:00:40 AM	27 Mar, 2025 02:35:07 PM	06 Mar, 2025 05:32:01 PM	0:03:44		Internal
596115861621			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		07 Mar, 2025 07:00:40 AM	27 Mar, 2025 02:35:07 PM	06 Mar, 2025 05:32:01 PM	0:03:44		Internal
596115861621			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Mar, 2025 07:00:40 AM	27 Mar, 2025 02:35:07 PM	06 Mar, 2025 05:32:01 PM	0:03:44		Internal
596115861621			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Mar, 2025 07:00:40 AM	27 Mar, 2025 02:35:07 PM	06 Mar, 2025 05:32:01 PM	0:03:44		Internal
596115861621			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Mar, 2025 07:00:40 AM	27 Mar, 2025 02:35:07 PM	06 Mar, 2025 05:32:01 PM	0:03:44		Internal
597059375367			CTE_Bus_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Mar, 2025 05:31:51 PM	27 Mar, 2025 03:22:38 PM	25 Mar, 2025 05:20:51 PM	0:08:05		Internal
597059375367			CTE_Bus_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Mar, 2025 05:31:51 PM	27 Mar, 2025 03:22:38 PM	25 Mar, 2025 05:20:51 PM	0:08:05		Internal
597059375367			CTE_Bus_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Mar, 2025 05:31:51 PM	27 Mar, 2025 03:22:38 PM	25 Mar, 2025 05:20:51 PM	0:08:05		Internal
597059375367			CTE_Bus_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Mar, 2025 05:31:51 PM	27 Mar, 2025 03:22:38 PM	25 Mar, 2025 05:20:51 PM	0:08:05		Internal
597059375367			CTE_Bus_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Mar, 2025 05:31:51 PM	27 Mar, 2025 03:22:38 PM	25 Mar, 2025 05:20:51 PM	0:08:05		Internal
597059375367			CTE_Bus_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Mar, 2025 05:31:51 PM	27 Mar, 2025 03:22:38 PM	25 Mar, 2025 05:20:51 PM	0:08:05		Internal
597059375367			CTE_Bus_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Mar, 2025 05:31:51 PM	27 Mar, 2025 03:22:38 PM	25 Mar, 2025 05:20:51 PM	0:08:05		Internal
597059375367			CTE_Bus_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Mar, 2025 05:31:51 PM	27 Mar, 2025 03:22:38 PM	25 Mar, 2025 05:20:51 PM	0:08:05		Internal
597059375367			CTE_Bus_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Mar, 2025 05:31:51 PM	27 Mar, 2025 03:22:38 PM	25 Mar, 2025 05:20:51 PM	0:08:05		Internal
597059375367			CTE_Bus_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Mar, 2025 05:31:51 PM	27 Mar, 2025 03:22:38 PM	25 Mar, 2025 05:20:51 PM	0:08:05		Internal
597059375367			CTE_Bus_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Mar, 2025 05:31:51 PM	27 Mar, 2025 03:22:38 PM	25 Mar, 2025 05:20:51 PM	0:08:05		Internal
597059375367			CTE_Bus_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Mar, 2025 05:31:51 PM	27 Mar, 2025 03:22:38 PM	25 Mar, 2025 05:20:51 PM	0:08:05		Internal
597059375367			CTE_Bus_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Mar, 2025 05:31:51 PM	27 Mar, 2025 03:22:38 PM	25 Mar, 2025 05:20:51 PM	0:08:05		Internal
597059375367			CTE_Bus_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Mar, 2025 05:31:51 PM	27 Mar, 2025 03:22:38 PM	25 Mar, 2025 05:20:51 PM	0:08:05		Internal
597059375367			CTE_Bus_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Mar, 2025 05:31:51 PM	27 Mar, 2025 03:22:38 PM	25 Mar, 2025 05:20:51 PM	0:08:05		Internal
597059375367			CTE_Bus_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Mar, 2025 05:31:51 PM	27 Mar, 2025 03:22:38 PM	25 Mar, 2025 05:20:51 PM	0:08:05		Internal
597059375367			CTE_Bus_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Mar, 2025 05:31:51 PM	27 Mar, 2025 03:22:38 PM	25 Mar, 2025 05:20:51 PM	0:08:05		Internal
597059375367			CTE_Bus_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Mar, 2025 05:31:51 PM	27 Mar, 2025 03:22:38 PM	25 Mar, 2025 05:20:51 PM	0:08:05		Internal
597059375367			CTE_Bus_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Mar, 2025 05:31:51 PM	27 Mar, 2025 03:22:38 PM	25 Mar, 2025 05:20:51 PM	0:08:05		Internal
597059375367			CTE_Bus_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Mar, 2025 05:31:51 PM	27 Mar, 2025 03:22:38 PM	25 Mar, 2025 05:20:51 PM	0:08:05		Internal
597059375367			CTE_Bus_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Mar, 2025 05:31:51 PM	27 Mar, 2025 03:22:38 PM	25 Mar, 2025 05:20:51 PM	0:08:05		Internal
597059375367			CTE_Bus_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Mar, 2025 05:31:51 PM	27 Mar, 2025 03:22:38 PM	25 Mar, 2025 05:20:51 PM	0:08:05		Internal
597059375367			CTE_Bus_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		25 Mar, 2025 05:31:51 PM	27 Mar, 2025 03:22:38 PM	25 Mar, 2025 05:20:51 PM	0:08:05		Internal
597059375367			CTE_Bus_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Mar, 2025 05:31:51 PM	27 Mar, 2025 03:22:38 PM	25 Mar, 2025 05:20:51 PM	0:08:05		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597059375367	[redacted]	[redacted]	CTE_Bus_Default	[redacted]	Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	[redacted]	25 Mar, 2025 05:31:51 PM	27 Mar, 2025 03:22:38 PM	25 Mar, 2025 05:20:51 PM	0:08:05		Internal
597059375367			CTE_Bus_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Mar, 2025 05:31:51 PM	27 Mar, 2025 03:22:38 PM	25 Mar, 2025 05:20:51 PM	0:08:05		Internal
597058928777			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Mar, 2025 03:28:36 PM	27 Mar, 2025 03:34:05 PM	21 Mar, 2025 04:17:11 PM	0:04:30		Internal
597058928777			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Mar, 2025 03:28:36 PM	27 Mar, 2025 03:34:05 PM	21 Mar, 2025 04:17:11 PM	0:04:30		Internal
597058928777			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Mar, 2025 03:28:36 PM	27 Mar, 2025 03:34:05 PM	21 Mar, 2025 04:17:11 PM	0:04:30		Internal
597058928777			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Mar, 2025 03:28:36 PM	27 Mar, 2025 03:34:05 PM	21 Mar, 2025 04:17:11 PM	0:04:30		Internal
597058928777			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Mar, 2025 03:28:36 PM	27 Mar, 2025 03:34:05 PM	21 Mar, 2025 04:17:11 PM	0:04:30		Internal
597058928777			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Mar, 2025 03:28:36 PM	27 Mar, 2025 03:34:05 PM	21 Mar, 2025 04:17:11 PM	0:04:30		Internal
597058928777			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Mar, 2025 03:28:36 PM	27 Mar, 2025 03:34:05 PM	21 Mar, 2025 04:17:11 PM	0:04:30		Internal
597058928777			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Mar, 2025 03:28:36 PM	27 Mar, 2025 03:34:05 PM	21 Mar, 2025 04:17:11 PM	0:04:30		Internal
597058928777			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Mar, 2025 03:28:36 PM	27 Mar, 2025 03:34:05 PM	21 Mar, 2025 04:17:11 PM	0:04:30		Internal
597058928777			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Mar, 2025 03:28:36 PM	27 Mar, 2025 03:34:05 PM	21 Mar, 2025 04:17:11 PM	0:04:30		Internal
597058928777			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Mar, 2025 03:28:36 PM	27 Mar, 2025 03:34:05 PM	21 Mar, 2025 04:17:11 PM	0:04:30		Internal
597058928777			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Mar, 2025 03:28:36 PM	27 Mar, 2025 03:34:05 PM	21 Mar, 2025 04:17:11 PM	0:04:30		Internal
597058928777			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Mar, 2025 03:28:36 PM	27 Mar, 2025 03:34:05 PM	21 Mar, 2025 04:17:11 PM	0:04:30		Internal
597058928777			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Mar, 2025 03:28:36 PM	27 Mar, 2025 03:34:05 PM	21 Mar, 2025 04:17:11 PM	0:04:30		Internal
597058928777			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Mar, 2025 03:28:36 PM	27 Mar, 2025 03:34:05 PM	21 Mar, 2025 04:17:11 PM	0:04:30		Internal
597058928777			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Mar, 2025 03:28:36 PM	27 Mar, 2025 03:34:05 PM	21 Mar, 2025 04:17:11 PM	0:04:30		Internal
597058928777			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Mar, 2025 03:28:36 PM	27 Mar, 2025 03:34:05 PM	21 Mar, 2025 04:17:11 PM	0:04:30		Internal
597058928777			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Mar, 2025 03:28:36 PM	27 Mar, 2025 03:34:05 PM	21 Mar, 2025 04:17:11 PM	0:04:30		Internal
597058928777			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Mar, 2025 03:28:36 PM	27 Mar, 2025 03:34:05 PM	21 Mar, 2025 04:17:11 PM	0:04:30		Internal
597058928777			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Mar, 2025 03:28:36 PM	27 Mar, 2025 03:34:05 PM	21 Mar, 2025 04:17:11 PM	0:04:30		Internal
597058928777			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Mar, 2025 03:28:36 PM	27 Mar, 2025 03:34:05 PM	21 Mar, 2025 04:17:11 PM	0:04:30		Internal
597058928777			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Mar, 2025 03:28:36 PM	27 Mar, 2025 03:34:05 PM	21 Mar, 2025 04:17:11 PM	0:04:30		Internal
597058928777			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		27 Mar, 2025 03:28:36 PM	27 Mar, 2025 03:34:05 PM	21 Mar, 2025 04:17:11 PM	0:04:30		Internal
597058928777			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Mar, 2025 03:28:36 PM	27 Mar, 2025 03:34:05 PM	21 Mar, 2025 04:17:11 PM	0:04:30		Internal
597058928777			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Mar, 2025 03:28:36 PM	27 Mar, 2025 03:34:05 PM	21 Mar, 2025 04:17:11 PM	0:04:30		Internal
597058928777			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Mar, 2025 03:28:36 PM	27 Mar, 2025 03:34:05 PM	21 Mar, 2025 04:17:11 PM	0:04:30		Internal
597059307230			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Mar, 2025 03:49:04 PM	27 Mar, 2025 03:52:55 PM	25 Mar, 2025 01:24:36 PM	0:02:36		Internal
597059307230			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Mar, 2025 03:49:04 PM	27 Mar, 2025 03:52:55 PM	25 Mar, 2025 01:24:36 PM	0:02:36		Internal
597059307230			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Mar, 2025 03:49:04 PM	27 Mar, 2025 03:52:55 PM	25 Mar, 2025 01:24:36 PM	0:02:36		Internal
597059307230			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Mar, 2025 03:49:04 PM	27 Mar, 2025 03:52:55 PM	25 Mar, 2025 01:24:36 PM	0:02:36		Internal
597059307230			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Mar, 2025 03:49:04 PM	27 Mar, 2025 03:52:55 PM	25 Mar, 2025 01:24:36 PM	0:02:36		Internal
597059307230			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Mar, 2025 03:49:04 PM	27 Mar, 2025 03:52:55 PM	25 Mar, 2025 01:24:36 PM	0:02:36		Internal
597059307230			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Mar, 2025 03:49:04 PM	27 Mar, 2025 03:52:55 PM	25 Mar, 2025 01:24:36 PM	0:02:36		Internal
597059307230			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Mar, 2025 03:49:04 PM	27 Mar, 2025 03:52:55 PM	25 Mar, 2025 01:24:36 PM	0:02:36		Internal
597059307230			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Mar, 2025 03:49:04 PM	27 Mar, 2025 03:52:55 PM	25 Mar, 2025 01:24:36 PM	0:02:36		Internal
597059307230			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Mar, 2025 03:49:04 PM	27 Mar, 2025 03:52:55 PM	25 Mar, 2025 01:24:36 PM	0:02:36		Internal
597059307230			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Mar, 2025 03:49:04 PM	27 Mar, 2025 03:52:55 PM	25 Mar, 2025 01:24:36 PM	0:02:36		Internal
597059307230			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Mar, 2025 03:49:04 PM	27 Mar, 2025 03:52:55 PM	25 Mar, 2025 01:24:36 PM	0:02:36		Internal
597059307230			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Mar, 2025 03:49:04 PM	27 Mar, 2025 03:52:55 PM	25 Mar, 2025 01:24:36 PM	0:02:36		Internal
597059307230			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Mar, 2025 03:49:04 PM	27 Mar, 2025 03:52:55 PM	25 Mar, 2025 01:24:36 PM	0:02:36		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597059307230	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	27 Mar, 2025 03:49:04 PM	27 Mar, 2025 03:52:55 PM	25 Mar, 2025 01:24:36 PM	0:02:36		Internal
597059307230			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Mar, 2025 03:49:04 PM	27 Mar, 2025 03:52:55 PM	25 Mar, 2025 01:24:36 PM	0:02:36		Internal
597059307230			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Mar, 2025 03:49:04 PM	27 Mar, 2025 03:52:55 PM	25 Mar, 2025 01:24:36 PM	0:02:36		Internal
597059307230			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Mar, 2025 03:49:04 PM	27 Mar, 2025 03:52:55 PM	25 Mar, 2025 01:24:36 PM	0:02:36		Internal
597059307230			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Mar, 2025 03:49:04 PM	27 Mar, 2025 03:52:55 PM	25 Mar, 2025 01:24:36 PM	0:02:36		Internal
597059307230			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Mar, 2025 03:49:04 PM	27 Mar, 2025 03:52:55 PM	25 Mar, 2025 01:24:36 PM	0:02:36		Internal
597059307230			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Mar, 2025 03:49:04 PM	27 Mar, 2025 03:52:55 PM	25 Mar, 2025 01:24:36 PM	0:02:36		Internal
597059307230			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Mar, 2025 03:49:04 PM	27 Mar, 2025 03:52:55 PM	25 Mar, 2025 01:24:36 PM	0:02:36		Internal
597059307230			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		27 Mar, 2025 03:49:04 PM	27 Mar, 2025 03:52:55 PM	25 Mar, 2025 01:24:36 PM	0:02:36		Internal
597059307230			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Mar, 2025 03:49:04 PM	27 Mar, 2025 03:52:55 PM	25 Mar, 2025 01:24:36 PM	0:02:36		Internal
597059307230			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Mar, 2025 03:49:04 PM	27 Mar, 2025 03:52:55 PM	25 Mar, 2025 01:24:36 PM	0:02:36		Internal
597059307230			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Mar, 2025 03:49:04 PM	27 Mar, 2025 03:52:55 PM	25 Mar, 2025 01:24:36 PM	0:02:36		Internal
597058313951			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Mar, 2025 03:47:06 PM	27 Mar, 2025 03:59:11 PM	17 Mar, 2025 06:44:57 PM	0:03:31		Internal
597058313951			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Mar, 2025 03:47:06 PM	27 Mar, 2025 03:59:11 PM	17 Mar, 2025 06:44:57 PM	0:03:31		Internal
597058313951			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Mar, 2025 03:47:06 PM	27 Mar, 2025 03:59:11 PM	17 Mar, 2025 06:44:57 PM	0:03:31		Internal
597058313951			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Mar, 2025 03:47:06 PM	27 Mar, 2025 03:59:11 PM	17 Mar, 2025 06:44:57 PM	0:03:31		Internal
597058313951			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Mar, 2025 03:47:06 PM	27 Mar, 2025 03:59:11 PM	17 Mar, 2025 06:44:57 PM	0:03:31		Internal
597058313951			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Mar, 2025 03:47:06 PM	27 Mar, 2025 03:59:11 PM	17 Mar, 2025 06:44:57 PM	0:03:31		Internal
597058313951			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Mar, 2025 03:47:06 PM	27 Mar, 2025 03:59:11 PM	17 Mar, 2025 06:44:57 PM	0:03:31		Internal
597058313951			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Mar, 2025 03:47:06 PM	27 Mar, 2025 03:59:11 PM	17 Mar, 2025 06:44:57 PM	0:03:31		Internal
597058313951			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Mar, 2025 03:47:06 PM	27 Mar, 2025 03:59:11 PM	17 Mar, 2025 06:44:57 PM	0:03:31		Internal
597058313951			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Mar, 2025 03:47:06 PM	27 Mar, 2025 03:59:11 PM	17 Mar, 2025 06:44:57 PM	0:03:31		Internal
597058313951			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Mar, 2025 03:47:06 PM	27 Mar, 2025 03:59:11 PM	17 Mar, 2025 06:44:57 PM	0:03:31		Internal
597058313951			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Mar, 2025 03:47:06 PM	27 Mar, 2025 03:59:11 PM	17 Mar, 2025 06:44:57 PM	0:03:31		Internal
597058313951			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Mar, 2025 03:47:06 PM	27 Mar, 2025 03:59:11 PM	17 Mar, 2025 06:44:57 PM	0:03:31		Internal
597058313951			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Mar, 2025 03:47:06 PM	27 Mar, 2025 03:59:11 PM	17 Mar, 2025 06:44:57 PM	0:03:31		Internal
597058313951			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Mar, 2025 03:47:06 PM	27 Mar, 2025 03:59:11 PM	17 Mar, 2025 06:44:57 PM	0:03:31		Internal
597058313951			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Mar, 2025 03:47:06 PM	27 Mar, 2025 03:59:11 PM	17 Mar, 2025 06:44:57 PM	0:03:31		Internal
597058313951			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Mar, 2025 03:47:06 PM	27 Mar, 2025 03:59:11 PM	17 Mar, 2025 06:44:57 PM	0:03:31		Internal
597058313951			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Mar, 2025 03:47:06 PM	27 Mar, 2025 03:59:11 PM	17 Mar, 2025 06:44:57 PM	0:03:31		Internal
597058313951			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Mar, 2025 03:47:06 PM	27 Mar, 2025 03:59:11 PM	17 Mar, 2025 06:44:57 PM	0:03:31		Internal
597058313951			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Mar, 2025 03:47:06 PM	27 Mar, 2025 03:59:11 PM	17 Mar, 2025 06:44:57 PM	0:03:31		Internal
597058313951			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Mar, 2025 03:47:06 PM	27 Mar, 2025 03:59:11 PM	17 Mar, 2025 06:44:57 PM	0:03:31		Internal
597058313951			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Mar, 2025 03:47:06 PM	27 Mar, 2025 03:59:11 PM	17 Mar, 2025 06:44:57 PM	0:03:31		Internal
597058313951			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		27 Mar, 2025 03:47:06 PM	27 Mar, 2025 03:59:11 PM	17 Mar, 2025 06:44:57 PM	0:03:31		Internal
597058313951			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Mar, 2025 03:47:06 PM	27 Mar, 2025 03:59:11 PM	17 Mar, 2025 06:44:57 PM	0:03:31		Internal
597058313951			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Mar, 2025 03:47:06 PM	27 Mar, 2025 03:59:11 PM	17 Mar, 2025 06:44:57 PM	0:03:31		Internal
597058313951			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Mar, 2025 03:47:06 PM	27 Mar, 2025 03:59:11 PM	17 Mar, 2025 06:44:57 PM	0:03:31		Internal
597059490841			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Mar, 2025 04:18:03 PM	27 Mar, 2025 04:26:43 PM	26 Mar, 2025 01:57:19 PM	0:05:43		Internal
597059490841			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Mar, 2025 04:18:03 PM	27 Mar, 2025 04:26:43 PM	26 Mar, 2025 01:57:19 PM	0:05:43		Internal
597059490841			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Mar, 2025 04:18:03 PM	27 Mar, 2025 04:26:43 PM	26 Mar, 2025 01:57:19 PM	0:05:43		Internal
597059490841			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Mar, 2025 04:18:03 PM	27 Mar, 2025 04:26:43 PM	26 Mar, 2025 01:57:19 PM	0:05:43		Internal
597059490841			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Mar, 2025 04:18:03 PM	27 Mar, 2025 04:26:43 PM	26 Mar, 2025 01:57:19 PM	0:05:43		Internal
597059490841			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Mar, 2025 04:18:03 PM	27 Mar, 2025 04:26:43 PM	26 Mar, 2025 01:57:19 PM	0:05:43		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597059490841	[redacted]	[redacted]	CTE_Bus_Solar	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	27 Mar, 2025 04:18:03 PM	27 Mar, 2025 04:26:43 PM	26 Mar, 2025 01:57:19 PM	0:05:43		Internal
597059490841			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Mar, 2025 04:18:03 PM	27 Mar, 2025 04:26:43 PM	26 Mar, 2025 01:57:19 PM	0:05:43		Internal
597059490841			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Mar, 2025 04:18:03 PM	27 Mar, 2025 04:26:43 PM	26 Mar, 2025 01:57:19 PM	0:05:43		Internal
597059490841			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Mar, 2025 04:18:03 PM	27 Mar, 2025 04:26:43 PM	26 Mar, 2025 01:57:19 PM	0:05:43		Internal
597059490841			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Mar, 2025 04:18:03 PM	27 Mar, 2025 04:26:43 PM	26 Mar, 2025 01:57:19 PM	0:05:43		Internal
597059490841			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Mar, 2025 04:18:03 PM	27 Mar, 2025 04:26:43 PM	26 Mar, 2025 01:57:19 PM	0:05:43		Internal
597059490841			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Mar, 2025 04:18:03 PM	27 Mar, 2025 04:26:43 PM	26 Mar, 2025 01:57:19 PM	0:05:43		Internal
597059490841			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Mar, 2025 04:18:03 PM	27 Mar, 2025 04:26:43 PM	26 Mar, 2025 01:57:19 PM	0:05:43		Internal
597059490841			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Mar, 2025 04:18:03 PM	27 Mar, 2025 04:26:43 PM	26 Mar, 2025 01:57:19 PM	0:05:43		Internal
597059490841			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Mar, 2025 04:18:03 PM	27 Mar, 2025 04:26:43 PM	26 Mar, 2025 01:57:19 PM	0:05:43		Internal
597059490841			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Mar, 2025 04:18:03 PM	27 Mar, 2025 04:26:43 PM	26 Mar, 2025 01:57:19 PM	0:05:43		Internal
597059490841			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Mar, 2025 04:18:03 PM	27 Mar, 2025 04:26:43 PM	26 Mar, 2025 01:57:19 PM	0:05:43		Internal
597059490841			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Mar, 2025 04:18:03 PM	27 Mar, 2025 04:26:43 PM	26 Mar, 2025 01:57:19 PM	0:05:43		Internal
597059490841			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Mar, 2025 04:18:03 PM	27 Mar, 2025 04:26:43 PM	26 Mar, 2025 01:57:19 PM	0:05:43		Internal
597059490841			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Mar, 2025 04:18:03 PM	27 Mar, 2025 04:26:43 PM	26 Mar, 2025 01:57:19 PM	0:05:43		Internal
597059490841			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Mar, 2025 04:18:03 PM	27 Mar, 2025 04:26:43 PM	26 Mar, 2025 01:57:19 PM	0:05:43		Internal
597059490841			CTE_Bus_Solar		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		27 Mar, 2025 04:18:03 PM	27 Mar, 2025 04:26:43 PM	26 Mar, 2025 01:57:19 PM	0:05:43		Internal
597059490841			CTE_Bus_Solar		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Mar, 2025 04:18:03 PM	27 Mar, 2025 04:26:43 PM	26 Mar, 2025 01:57:19 PM	0:05:43		Internal
597059490841			CTE_Bus_Solar		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Mar, 2025 04:18:03 PM	27 Mar, 2025 04:26:43 PM	26 Mar, 2025 01:57:19 PM	0:05:43		Internal
597059490841			CTE_Bus_Solar		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Mar, 2025 04:18:03 PM	27 Mar, 2025 04:26:43 PM	26 Mar, 2025 01:57:19 PM	0:05:43		Internal
596115935239			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Mar, 2025 07:00:42 AM	27 Mar, 2025 04:36:53 PM	06 Mar, 2025 10:05:48 PM	0:04:10		Internal
596115935239			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Mar, 2025 07:00:42 AM	27 Mar, 2025 04:36:53 PM	06 Mar, 2025 10:05:48 PM	0:04:10		Internal
596115935239			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Mar, 2025 07:00:42 AM	27 Mar, 2025 04:36:53 PM	06 Mar, 2025 10:05:48 PM	0:04:10		Internal
596115935239			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Mar, 2025 07:00:42 AM	27 Mar, 2025 04:36:53 PM	06 Mar, 2025 10:05:48 PM	0:04:10		Internal
596115935239			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Mar, 2025 07:00:42 AM	27 Mar, 2025 04:36:53 PM	06 Mar, 2025 10:05:48 PM	0:04:10		Internal
596115935239			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Mar, 2025 07:00:42 AM	27 Mar, 2025 04:36:53 PM	06 Mar, 2025 10:05:48 PM	0:04:10		Internal
596115935239			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Mar, 2025 07:00:42 AM	27 Mar, 2025 04:36:53 PM	06 Mar, 2025 10:05:48 PM	0:04:10		Internal
596115935239			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Mar, 2025 07:00:42 AM	27 Mar, 2025 04:36:53 PM	06 Mar, 2025 10:05:48 PM	0:04:10		Internal
596115935239			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Mar, 2025 07:00:42 AM	27 Mar, 2025 04:36:53 PM	06 Mar, 2025 10:05:48 PM	0:04:10		Internal
596115935239			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Mar, 2025 07:00:42 AM	27 Mar, 2025 04:36:53 PM	06 Mar, 2025 10:05:48 PM	0:04:10		Internal
596115935239			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Mar, 2025 07:00:42 AM	27 Mar, 2025 04:36:53 PM	06 Mar, 2025 10:05:48 PM	0:04:10		Internal
596115935239			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Mar, 2025 07:00:42 AM	27 Mar, 2025 04:36:53 PM	06 Mar, 2025 10:05:48 PM	0:04:10		Internal
596115935239			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Mar, 2025 07:00:42 AM	27 Mar, 2025 04:36:53 PM	06 Mar, 2025 10:05:48 PM	0:04:10		Internal
596115935239			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Mar, 2025 07:00:42 AM	27 Mar, 2025 04:36:53 PM	06 Mar, 2025 10:05:48 PM	0:04:10		Internal
596115935239			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Mar, 2025 07:00:42 AM	27 Mar, 2025 04:36:53 PM	06 Mar, 2025 10:05:48 PM	0:04:10		Internal
596115935239			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Mar, 2025 07:00:42 AM	27 Mar, 2025 04:36:53 PM	06 Mar, 2025 10:05:48 PM	0:04:10		Internal
596115935239			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Mar, 2025 07:00:42 AM	27 Mar, 2025 04:36:53 PM	06 Mar, 2025 10:05:48 PM	0:04:10		Internal
596115935239			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Mar, 2025 07:00:42 AM	27 Mar, 2025 04:36:53 PM	06 Mar, 2025 10:05:48 PM	0:04:10		Internal
596115935239			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Mar, 2025 07:00:42 AM	27 Mar, 2025 04:36:53 PM	06 Mar, 2025 10:05:48 PM	0:04:10		Internal
596115935239			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Mar, 2025 07:00:42 AM	27 Mar, 2025 04:36:53 PM	06 Mar, 2025 10:05:48 PM	0:04:10		Internal
596115935239			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Mar, 2025 07:00:42 AM	27 Mar, 2025 04:36:53 PM	06 Mar, 2025 10:05:48 PM	0:04:10		Internal
596115935239			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Mar, 2025 07:00:42 AM	27 Mar, 2025 04:36:53 PM	06 Mar, 2025 10:05:48 PM	0:04:10		Internal
596115935239			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		07 Mar, 2025 07:00:42 AM	27 Mar, 2025 04:36:53 PM	06 Mar, 2025 10:05:48 PM	0:04:10		Internal
596115935239			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Mar, 2025 07:00:42 AM	27 Mar, 2025 04:36:53 PM	06 Mar, 2025 10:05:48 PM	0:04:10		Internal
596115935239			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Mar, 2025 07:00:42 AM	27 Mar, 2025 04:36:53 PM	06 Mar, 2025 10:05:48 PM	0:04:10		Internal
596115935239			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Mar, 2025 07:00:42 AM	27 Mar, 2025 04:36:53 PM	06 Mar, 2025 10:05:48 PM	0:04:10		Internal
621941612451			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Mar, 2025 04:31:40 PM	27 Mar, 2025 04:42:40 PM	26 Mar, 2025 09:20:07 PM	0:06:10		Internal
621941612451			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Mar, 2025 04:31:40 PM	27 Mar, 2025 04:42:40 PM	26 Mar, 2025 09:20:07 PM	0:06:10		Internal
621941612451			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Mar, 2025 04:31:40 PM	27 Mar, 2025 04:42:40 PM	26 Mar, 2025 09:20:07 PM	0:06:10		Internal
621941612451			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Mar, 2025 04:31:40 PM	27 Mar, 2025 04:42:40 PM	26 Mar, 2025 09:20:07 PM	0:06:10		Internal
621941612451			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Mar, 2025 04:31:40 PM	27 Mar, 2025 04:42:40 PM	26 Mar, 2025 09:20:07 PM	0:06:10		Internal
621941612451			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Mar, 2025 04:31:40 PM	27 Mar, 2025 04:42:40 PM	26 Mar, 2025 09:20:07 PM	0:06:10		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621941612451	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	27 Mar, 2025 04:31:40 PM	27 Mar, 2025 04:42:40 PM	26 Mar, 2025 09:20:07 PM	0:06:10		Internal
621941612451			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Mar, 2025 04:31:40 PM	27 Mar, 2025 04:42:40 PM	26 Mar, 2025 09:20:07 PM	0:06:10		Internal
621941612451			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Mar, 2025 04:31:40 PM	27 Mar, 2025 04:42:40 PM	26 Mar, 2025 09:20:07 PM	0:06:10		Internal
621941612451			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Mar, 2025 04:31:40 PM	27 Mar, 2025 04:42:40 PM	26 Mar, 2025 09:20:07 PM	0:06:10		Internal
621941612451			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Mar, 2025 04:31:40 PM	27 Mar, 2025 04:42:40 PM	26 Mar, 2025 09:20:07 PM	0:06:10		Internal
621941612451			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Mar, 2025 04:31:40 PM	27 Mar, 2025 04:42:40 PM	26 Mar, 2025 09:20:07 PM	0:06:10		Internal
621941612451			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Mar, 2025 04:31:40 PM	27 Mar, 2025 04:42:40 PM	26 Mar, 2025 09:20:07 PM	0:06:10		Internal
621941612451			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Mar, 2025 04:31:40 PM	27 Mar, 2025 04:42:40 PM	26 Mar, 2025 09:20:07 PM	0:06:10		Internal
621941612451			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Mar, 2025 04:31:40 PM	27 Mar, 2025 04:42:40 PM	26 Mar, 2025 09:20:07 PM	0:06:10		Internal
621941612451			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Mar, 2025 04:31:40 PM	27 Mar, 2025 04:42:40 PM	26 Mar, 2025 09:20:07 PM	0:06:10		Internal
621941612451			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Mar, 2025 04:31:40 PM	27 Mar, 2025 04:42:40 PM	26 Mar, 2025 09:20:07 PM	0:06:10		Internal
621941612451			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Mar, 2025 04:31:40 PM	27 Mar, 2025 04:42:40 PM	26 Mar, 2025 09:20:07 PM	0:06:10		Internal
621941612451			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Mar, 2025 04:31:40 PM	27 Mar, 2025 04:42:40 PM	26 Mar, 2025 09:20:07 PM	0:06:10		Internal
621941612451			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Mar, 2025 04:31:40 PM	27 Mar, 2025 04:42:40 PM	26 Mar, 2025 09:20:07 PM	0:06:10		Internal
621941612451			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Mar, 2025 04:31:40 PM	27 Mar, 2025 04:42:40 PM	26 Mar, 2025 09:20:07 PM	0:06:10		Internal
621941612451			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Mar, 2025 04:31:40 PM	27 Mar, 2025 04:42:40 PM	26 Mar, 2025 09:20:07 PM	0:06:10		Internal
621941612451			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		27 Mar, 2025 04:31:40 PM	27 Mar, 2025 04:42:40 PM	26 Mar, 2025 09:20:07 PM	0:06:10		Internal
621941612451			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Mar, 2025 04:31:40 PM	27 Mar, 2025 04:42:40 PM	26 Mar, 2025 09:20:07 PM	0:06:10		Internal
621941612451			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Mar, 2025 04:31:40 PM	27 Mar, 2025 04:42:40 PM	26 Mar, 2025 09:20:07 PM	0:06:10		Internal
621941612451			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Mar, 2025 04:31:40 PM	27 Mar, 2025 04:42:40 PM	26 Mar, 2025 09:20:07 PM	0:06:10		Internal
597059303597			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Mar, 2025 01:31:50 PM	27 Mar, 2025 05:43:42 PM	25 Mar, 2025 01:22:43 PM	0:07:48		Internal
597059303597			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Mar, 2025 01:31:50 PM	27 Mar, 2025 05:43:42 PM	25 Mar, 2025 01:22:43 PM	0:07:48		Internal
597059303597			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Mar, 2025 01:31:50 PM	27 Mar, 2025 05:43:42 PM	25 Mar, 2025 01:22:43 PM	0:07:48		Internal
597059303597			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Mar, 2025 01:31:50 PM	27 Mar, 2025 05:43:42 PM	25 Mar, 2025 01:22:43 PM	0:07:48		Internal
597059303597			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Mar, 2025 01:31:50 PM	27 Mar, 2025 05:43:42 PM	25 Mar, 2025 01:22:43 PM	0:07:48		Internal
597059303597			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Mar, 2025 01:31:50 PM	27 Mar, 2025 05:43:42 PM	25 Mar, 2025 01:22:43 PM	0:07:48		Internal
597059303597			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Mar, 2025 01:31:50 PM	27 Mar, 2025 05:43:42 PM	25 Mar, 2025 01:22:43 PM	0:07:48		Internal
597059303597			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Mar, 2025 01:31:50 PM	27 Mar, 2025 05:43:42 PM	25 Mar, 2025 01:22:43 PM	0:07:48		Internal
597059303597			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Mar, 2025 01:31:50 PM	27 Mar, 2025 05:43:42 PM	25 Mar, 2025 01:22:43 PM	0:07:48		Internal
597059303597			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Mar, 2025 01:31:50 PM	27 Mar, 2025 05:43:42 PM	25 Mar, 2025 01:22:43 PM	0:07:48		Internal
597059303597			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Mar, 2025 01:31:50 PM	27 Mar, 2025 05:43:42 PM	25 Mar, 2025 01:22:43 PM	0:07:48		Internal
597059303597			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Mar, 2025 01:31:50 PM	27 Mar, 2025 05:43:42 PM	25 Mar, 2025 01:22:43 PM	0:07:48		Internal
597059303597			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Mar, 2025 01:31:50 PM	27 Mar, 2025 05:43:42 PM	25 Mar, 2025 01:22:43 PM	0:07:48		Internal
597059303597			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Mar, 2025 01:31:50 PM	27 Mar, 2025 05:43:42 PM	25 Mar, 2025 01:22:43 PM	0:07:48		Internal
597059303597			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Mar, 2025 01:31:50 PM	27 Mar, 2025 05:43:42 PM	25 Mar, 2025 01:22:43 PM	0:07:48		Internal
597059303597			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Mar, 2025 01:31:50 PM	27 Mar, 2025 05:43:42 PM	25 Mar, 2025 01:22:43 PM	0:07:48		Internal
597059303597			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Mar, 2025 01:31:50 PM	27 Mar, 2025 05:43:42 PM	25 Mar, 2025 01:22:43 PM	0:07:48		Internal
597059303597			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Mar, 2025 01:31:50 PM	27 Mar, 2025 05:43:42 PM	25 Mar, 2025 01:22:43 PM	0:07:48		Internal
597059303597			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Mar, 2025 01:31:50 PM	27 Mar, 2025 05:43:42 PM	25 Mar, 2025 01:22:43 PM	0:07:48		Internal
597059303597			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Mar, 2025 01:31:50 PM	27 Mar, 2025 05:43:42 PM	25 Mar, 2025 01:22:43 PM	0:07:48		Internal
597059303597			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Mar, 2025 01:31:50 PM	27 Mar, 2025 05:43:42 PM	25 Mar, 2025 01:22:43 PM	0:07:48		Internal
597059303597			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Mar, 2025 01:31:50 PM	27 Mar, 2025 05:43:42 PM	25 Mar, 2025 01:22:43 PM	0:07:48		Internal
597059303597			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		25 Mar, 2025 01:31:50 PM	27 Mar, 2025 05:43:42 PM	25 Mar, 2025 01:22:43 PM	0:07:48		Internal
597059303597			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Mar, 2025 01:31:50 PM	27 Mar, 2025 05:43:42 PM	25 Mar, 2025 01:22:43 PM	0:07:48		Internal
597059303597			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Mar, 2025 01:31:50 PM	27 Mar, 2025 05:43:42 PM	25 Mar, 2025 01:22:43 PM	0:07:48		Internal
597059303597			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Mar, 2025 01:31:50 PM	27 Mar, 2025 05:43:42 PM	25 Mar, 2025 01:22:43 PM	0:07:48		Internal
621941694776			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Mar, 2025 05:55:24 PM	27 Mar, 2025 06:02:31 PM	27 Mar, 2025 03:44:49 PM	0:04:20		Internal
621941694776			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Mar, 2025 05:55:24 PM	27 Mar, 2025 06:02:31 PM	27 Mar, 2025 03:44:49 PM	0:04:20		Internal
621941694776			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Mar, 2025 05:55:24 PM	27 Mar, 2025 06:02:31 PM	27 Mar, 2025 03:44:49 PM	0:04:20		Internal
621941694776			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Mar, 2025 05:55:24 PM	27 Mar, 2025 06:02:31 PM	27 Mar, 2025 03:44:49 PM	0:04:20		Internal
621941694776			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Mar, 2025 05:55:24 PM	27 Mar, 2025 06:02:31 PM	27 Mar, 2025 03:44:49 PM	0:04:20		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621941694776	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	[redacted]	27 Mar, 2025 05:55:24 PM	27 Mar, 2025 06:02:31 PM	27 Mar, 2025 03:44:49 PM	0:04:20		Internal
621941694776			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Mar, 2025 05:55:24 PM	27 Mar, 2025 06:02:31 PM	27 Mar, 2025 03:44:49 PM	0:04:20		Internal
621941694776			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Mar, 2025 05:55:24 PM	27 Mar, 2025 06:02:31 PM	27 Mar, 2025 03:44:49 PM	0:04:20		Internal
621941694776			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Mar, 2025 05:55:24 PM	27 Mar, 2025 06:02:31 PM	27 Mar, 2025 03:44:49 PM	0:04:20		Internal
621941694776			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Mar, 2025 05:55:24 PM	27 Mar, 2025 06:02:31 PM	27 Mar, 2025 03:44:49 PM	0:04:20		Internal
621941694776			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Mar, 2025 05:55:24 PM	27 Mar, 2025 06:02:31 PM	27 Mar, 2025 03:44:49 PM	0:04:20		Internal
621941694776			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Mar, 2025 05:55:24 PM	27 Mar, 2025 06:02:31 PM	27 Mar, 2025 03:44:49 PM	0:04:20		Internal
621941694776			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Mar, 2025 05:55:24 PM	27 Mar, 2025 06:02:31 PM	27 Mar, 2025 03:44:49 PM	0:04:20		Internal
621941694776			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Mar, 2025 05:55:24 PM	27 Mar, 2025 06:02:31 PM	27 Mar, 2025 03:44:49 PM	0:04:20		Internal
621941694776			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Mar, 2025 05:55:24 PM	27 Mar, 2025 06:02:31 PM	27 Mar, 2025 03:44:49 PM	0:04:20		Internal
621941694776			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Mar, 2025 05:55:24 PM	27 Mar, 2025 06:02:31 PM	27 Mar, 2025 03:44:49 PM	0:04:20		Internal
621941694776			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Mar, 2025 05:55:24 PM	27 Mar, 2025 06:02:31 PM	27 Mar, 2025 03:44:49 PM	0:04:20		Internal
621941694776			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Mar, 2025 05:55:24 PM	27 Mar, 2025 06:02:31 PM	27 Mar, 2025 03:44:49 PM	0:04:20		Internal
621941694776			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Mar, 2025 05:55:24 PM	27 Mar, 2025 06:02:31 PM	27 Mar, 2025 03:44:49 PM	0:04:20		Internal
621941694776			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Mar, 2025 05:55:24 PM	27 Mar, 2025 06:02:31 PM	27 Mar, 2025 03:44:49 PM	0:04:20		Internal
621941694776			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Mar, 2025 05:55:24 PM	27 Mar, 2025 06:02:31 PM	27 Mar, 2025 03:44:49 PM	0:04:20		Internal
621941694776			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Mar, 2025 05:55:24 PM	27 Mar, 2025 06:02:31 PM	27 Mar, 2025 03:44:49 PM	0:04:20		Internal
621941694776			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		27 Mar, 2025 05:55:24 PM	27 Mar, 2025 06:02:31 PM	27 Mar, 2025 03:44:49 PM	0:04:20		Internal
621941694776			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Mar, 2025 05:55:24 PM	27 Mar, 2025 06:02:31 PM	27 Mar, 2025 03:44:49 PM	0:04:20		Internal
621941694776			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Mar, 2025 05:55:24 PM	27 Mar, 2025 06:02:31 PM	27 Mar, 2025 03:44:49 PM	0:04:20		Internal
621941694776			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Mar, 2025 05:55:24 PM	27 Mar, 2025 06:02:31 PM	27 Mar, 2025 03:44:49 PM	0:04:20		Internal
621941576018			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Mar, 2025 05:56:06 PM	27 Mar, 2025 06:02:46 PM	26 Mar, 2025 07:03:24 PM	0:03:11		Internal
621941576018			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Mar, 2025 05:56:06 PM	27 Mar, 2025 06:02:46 PM	26 Mar, 2025 07:03:24 PM	0:03:11		Internal
621941576018			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Mar, 2025 05:56:06 PM	27 Mar, 2025 06:02:46 PM	26 Mar, 2025 07:03:24 PM	0:03:11		Internal
621941576018			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Mar, 2025 05:56:06 PM	27 Mar, 2025 06:02:46 PM	26 Mar, 2025 07:03:24 PM	0:03:11		Internal
621941576018			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Mar, 2025 05:56:06 PM	27 Mar, 2025 06:02:46 PM	26 Mar, 2025 07:03:24 PM	0:03:11		Internal
621941576018			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Mar, 2025 05:56:06 PM	27 Mar, 2025 06:02:46 PM	26 Mar, 2025 07:03:24 PM	0:03:11		Internal
621941576018			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Mar, 2025 05:56:06 PM	27 Mar, 2025 06:02:46 PM	26 Mar, 2025 07:03:24 PM	0:03:11		Internal
621941576018			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Mar, 2025 05:56:06 PM	27 Mar, 2025 06:02:46 PM	26 Mar, 2025 07:03:24 PM	0:03:11		Internal
621941576018			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Mar, 2025 05:56:06 PM	27 Mar, 2025 06:02:46 PM	26 Mar, 2025 07:03:24 PM	0:03:11		Internal
621941576018			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Mar, 2025 05:56:06 PM	27 Mar, 2025 06:02:46 PM	26 Mar, 2025 07:03:24 PM	0:03:11		Internal
621941576018			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Mar, 2025 05:56:06 PM	27 Mar, 2025 06:02:46 PM	26 Mar, 2025 07:03:24 PM	0:03:11		Internal
621941576018			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Mar, 2025 05:56:06 PM	27 Mar, 2025 06:02:46 PM	26 Mar, 2025 07:03:24 PM	0:03:11		Internal
621941576018			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Mar, 2025 05:56:06 PM	27 Mar, 2025 06:02:46 PM	26 Mar, 2025 07:03:24 PM	0:03:11		Internal
621941576018			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Mar, 2025 05:56:06 PM	27 Mar, 2025 06:02:46 PM	26 Mar, 2025 07:03:24 PM	0:03:11		Internal
621941576018			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Mar, 2025 05:56:06 PM	27 Mar, 2025 06:02:46 PM	26 Mar, 2025 07:03:24 PM	0:03:11		Internal
621941576018			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Mar, 2025 05:56:06 PM	27 Mar, 2025 06:02:46 PM	26 Mar, 2025 07:03:24 PM	0:03:11		Internal
621941576018			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Mar, 2025 05:56:06 PM	27 Mar, 2025 06:02:46 PM	26 Mar, 2025 07:03:24 PM	0:03:11		Internal
621941576018			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Mar, 2025 05:56:06 PM	27 Mar, 2025 06:02:46 PM	26 Mar, 2025 07:03:24 PM	0:03:11		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621941576018	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	27 Mar, 2025 05:56:06 PM	27 Mar, 2025 06:02:46 PM	26 Mar, 2025 07:03:24 PM	0:03:11		Internal
621941576018			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Mar, 2025 05:56:06 PM	27 Mar, 2025 06:02:46 PM	26 Mar, 2025 07:03:24 PM	0:03:11		Internal
621941576018			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Mar, 2025 05:56:06 PM	27 Mar, 2025 06:02:46 PM	26 Mar, 2025 07:03:24 PM	0:03:11		Internal
621941576018			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Mar, 2025 05:56:06 PM	27 Mar, 2025 06:02:46 PM	26 Mar, 2025 07:03:24 PM	0:03:11		Internal
621941576018			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		27 Mar, 2025 05:56:06 PM	27 Mar, 2025 06:02:46 PM	26 Mar, 2025 07:03:24 PM	0:03:11		Internal
621941576018			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Mar, 2025 05:56:06 PM	27 Mar, 2025 06:02:46 PM	26 Mar, 2025 07:03:24 PM	0:03:11		Internal
621941576018			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Mar, 2025 05:56:06 PM	27 Mar, 2025 06:02:46 PM	26 Mar, 2025 07:03:24 PM	0:03:11		Internal
621941576018			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Mar, 2025 05:56:06 PM	27 Mar, 2025 06:02:46 PM	26 Mar, 2025 07:03:24 PM	0:03:11		Internal
621941675377			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Mar, 2025 06:16:32 PM	27 Mar, 2025 06:28:43 PM	27 Mar, 2025 02:36:06 PM	0:05:55		Internal
621941675377			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Mar, 2025 06:16:32 PM	27 Mar, 2025 06:28:43 PM	27 Mar, 2025 02:36:06 PM	0:05:55		Internal
621941675377			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Mar, 2025 06:16:32 PM	27 Mar, 2025 06:28:43 PM	27 Mar, 2025 02:36:06 PM	0:05:55		Internal
621941675377			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Mar, 2025 06:16:32 PM	27 Mar, 2025 06:28:43 PM	27 Mar, 2025 02:36:06 PM	0:05:55		Internal
621941675377			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Mar, 2025 06:16:32 PM	27 Mar, 2025 06:28:43 PM	27 Mar, 2025 02:36:06 PM	0:05:55		Internal
621941675377			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Mar, 2025 06:16:32 PM	27 Mar, 2025 06:28:43 PM	27 Mar, 2025 02:36:06 PM	0:05:55		Internal
621941675377			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Mar, 2025 06:16:32 PM	27 Mar, 2025 06:28:43 PM	27 Mar, 2025 02:36:06 PM	0:05:55		Internal
621941675377			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Mar, 2025 06:16:32 PM	27 Mar, 2025 06:28:43 PM	27 Mar, 2025 02:36:06 PM	0:05:55		Internal
621941675377			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Mar, 2025 06:16:32 PM	27 Mar, 2025 06:28:43 PM	27 Mar, 2025 02:36:06 PM	0:05:55		Internal
621941675377			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Mar, 2025 06:16:32 PM	27 Mar, 2025 06:28:43 PM	27 Mar, 2025 02:36:06 PM	0:05:55		Internal
621941675377			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Mar, 2025 06:16:32 PM	27 Mar, 2025 06:28:43 PM	27 Mar, 2025 02:36:06 PM	0:05:55		Internal
621941675377			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Mar, 2025 06:16:32 PM	27 Mar, 2025 06:28:43 PM	27 Mar, 2025 02:36:06 PM	0:05:55		Internal
621941675377			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Mar, 2025 06:16:32 PM	27 Mar, 2025 06:28:43 PM	27 Mar, 2025 02:36:06 PM	0:05:55		Internal
621941675377			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Mar, 2025 06:16:32 PM	27 Mar, 2025 06:28:43 PM	27 Mar, 2025 02:36:06 PM	0:05:55		Internal
621941675377			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Mar, 2025 06:16:32 PM	27 Mar, 2025 06:28:43 PM	27 Mar, 2025 02:36:06 PM	0:05:55		Internal
621941675377			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Mar, 2025 06:16:32 PM	27 Mar, 2025 06:28:43 PM	27 Mar, 2025 02:36:06 PM	0:05:55		Internal
621941675377			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Mar, 2025 06:16:32 PM	27 Mar, 2025 06:28:43 PM	27 Mar, 2025 02:36:06 PM	0:05:55		Internal
621941675377			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Mar, 2025 06:16:32 PM	27 Mar, 2025 06:28:43 PM	27 Mar, 2025 02:36:06 PM	0:05:55		Internal
621941675377			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Mar, 2025 06:16:32 PM	27 Mar, 2025 06:28:43 PM	27 Mar, 2025 02:36:06 PM	0:05:55		Internal
621941675377			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Mar, 2025 06:16:32 PM	27 Mar, 2025 06:28:43 PM	27 Mar, 2025 02:36:06 PM	0:05:55		Internal
621941675377			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Mar, 2025 06:16:32 PM	27 Mar, 2025 06:28:43 PM	27 Mar, 2025 02:36:06 PM	0:05:55		Internal
621941675377			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Mar, 2025 06:16:32 PM	27 Mar, 2025 06:28:43 PM	27 Mar, 2025 02:36:06 PM	0:05:55		Internal
621941675377			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		27 Mar, 2025 06:16:32 PM	27 Mar, 2025 06:28:43 PM	27 Mar, 2025 02:36:06 PM	0:05:55		Internal
621941675377			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Mar, 2025 06:16:32 PM	27 Mar, 2025 06:28:43 PM	27 Mar, 2025 02:36:06 PM	0:05:55		Internal
621941675377			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Mar, 2025 06:16:32 PM	27 Mar, 2025 06:28:43 PM	27 Mar, 2025 02:36:06 PM	0:05:55		Internal
621941675377			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Mar, 2025 06:16:32 PM	27 Mar, 2025 06:28:43 PM	27 Mar, 2025 02:36:06 PM	0:05:55		Internal
597058246130			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Mar, 2025 06:00:56 AM	27 Mar, 2025 06:47:48 PM	17 Mar, 2025 03:19:03 PM	0:02:12		Internal
597058246130			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Mar, 2025 06:00:56 AM	27 Mar, 2025 06:47:48 PM	17 Mar, 2025 03:19:03 PM	0:02:12		Internal
597058246130			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Mar, 2025 06:00:56 AM	27 Mar, 2025 06:47:48 PM	17 Mar, 2025 03:19:03 PM	0:02:12		Internal
597058246130			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Mar, 2025 06:00:56 AM	27 Mar, 2025 06:47:48 PM	17 Mar, 2025 03:19:03 PM	0:02:12		Internal
597058246130			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Mar, 2025 06:00:56 AM	27 Mar, 2025 06:47:48 PM	17 Mar, 2025 03:19:03 PM	0:02:12		Internal
597058246130			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Mar, 2025 06:00:56 AM	27 Mar, 2025 06:47:48 PM	17 Mar, 2025 03:19:03 PM	0:02:12		Internal
597058246130			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Mar, 2025 06:00:56 AM	27 Mar, 2025 06:47:48 PM	17 Mar, 2025 03:19:03 PM	0:02:12		Internal
597058246130			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Mar, 2025 06:00:56 AM	27 Mar, 2025 06:47:48 PM	17 Mar, 2025 03:19:03 PM	0:02:12		Internal
597058246130			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Mar, 2025 06:00:56 AM	27 Mar, 2025 06:47:48 PM	17 Mar, 2025 03:19:03 PM	0:02:12		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597058246130	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	[redacted]	18 Mar, 2025 06:00:56 AM	27 Mar, 2025 06:47:48 PM	17 Mar, 2025 03:19:03 PM	0:02:12		Internal
597058246130			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Mar, 2025 06:00:56 AM	27 Mar, 2025 06:47:48 PM	17 Mar, 2025 03:19:03 PM	0:02:12		Internal
597058246130			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Mar, 2025 06:00:56 AM	27 Mar, 2025 06:47:48 PM	17 Mar, 2025 03:19:03 PM	0:02:12		Internal
597058246130			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Mar, 2025 06:00:56 AM	27 Mar, 2025 06:47:48 PM	17 Mar, 2025 03:19:03 PM	0:02:12		Internal
597058246130			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Mar, 2025 06:00:56 AM	27 Mar, 2025 06:47:48 PM	17 Mar, 2025 03:19:03 PM	0:02:12		Internal
597058246130			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Mar, 2025 06:00:56 AM	27 Mar, 2025 06:47:48 PM	17 Mar, 2025 03:19:03 PM	0:02:12		Internal
597058246130			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Mar, 2025 06:00:56 AM	27 Mar, 2025 06:47:48 PM	17 Mar, 2025 03:19:03 PM	0:02:12		Internal
597058246130			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Mar, 2025 06:00:56 AM	27 Mar, 2025 06:47:48 PM	17 Mar, 2025 03:19:03 PM	0:02:12		Internal
597058246130			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Mar, 2025 06:00:56 AM	27 Mar, 2025 06:47:48 PM	17 Mar, 2025 03:19:03 PM	0:02:12		Internal
597058246130			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Mar, 2025 06:00:56 AM	27 Mar, 2025 06:47:48 PM	17 Mar, 2025 03:19:03 PM	0:02:12		Internal
597058246130			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Mar, 2025 06:00:56 AM	27 Mar, 2025 06:47:48 PM	17 Mar, 2025 03:19:03 PM	0:02:12		Internal
597058246130			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Mar, 2025 06:00:56 AM	27 Mar, 2025 06:47:48 PM	17 Mar, 2025 03:19:03 PM	0:02:12		Internal
597058246130			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Mar, 2025 06:00:56 AM	27 Mar, 2025 06:47:48 PM	17 Mar, 2025 03:19:03 PM	0:02:12		Internal
597058246130			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		18 Mar, 2025 06:00:56 AM	27 Mar, 2025 06:47:48 PM	17 Mar, 2025 03:19:03 PM	0:02:12		Internal
597058246130			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Mar, 2025 06:00:56 AM	27 Mar, 2025 06:47:48 PM	17 Mar, 2025 03:19:03 PM	0:02:12		Internal
597058246130			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Mar, 2025 06:00:56 AM	27 Mar, 2025 06:47:48 PM	17 Mar, 2025 03:19:03 PM	0:02:12		Internal
597058246130			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Mar, 2025 06:00:56 AM	27 Mar, 2025 06:47:48 PM	17 Mar, 2025 03:19:03 PM	0:02:12		Internal
596115481349			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Mar, 2025 06:55:18 PM	27 Mar, 2025 07:00:56 PM	04 Mar, 2025 04:40:03 PM	0:02:10		Internal
596115481349			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Mar, 2025 06:55:18 PM	27 Mar, 2025 07:00:56 PM	04 Mar, 2025 04:40:03 PM	0:02:10		Internal
596115481349			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Mar, 2025 06:55:18 PM	27 Mar, 2025 07:00:56 PM	04 Mar, 2025 04:40:03 PM	0:02:10		Internal
596115481349			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Mar, 2025 06:55:18 PM	27 Mar, 2025 07:00:56 PM	04 Mar, 2025 04:40:03 PM	0:02:10		Internal
596115481349			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Mar, 2025 06:55:18 PM	27 Mar, 2025 07:00:56 PM	04 Mar, 2025 04:40:03 PM	0:02:10		Internal
596115481349			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Mar, 2025 06:55:18 PM	27 Mar, 2025 07:00:56 PM	04 Mar, 2025 04:40:03 PM	0:02:10		Internal
596115481349			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Mar, 2025 06:55:18 PM	27 Mar, 2025 07:00:56 PM	04 Mar, 2025 04:40:03 PM	0:02:10		Internal
596115481349			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Mar, 2025 06:55:18 PM	27 Mar, 2025 07:00:56 PM	04 Mar, 2025 04:40:03 PM	0:02:10		Internal
596115481349			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Mar, 2025 06:55:18 PM	27 Mar, 2025 07:00:56 PM	04 Mar, 2025 04:40:03 PM	0:02:10		Internal
596115481349			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Mar, 2025 06:55:18 PM	27 Mar, 2025 07:00:56 PM	04 Mar, 2025 04:40:03 PM	0:02:10		Internal
596115481349			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Mar, 2025 06:55:18 PM	27 Mar, 2025 07:00:56 PM	04 Mar, 2025 04:40:03 PM	0:02:10		Internal
596115481349			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Mar, 2025 06:55:18 PM	27 Mar, 2025 07:00:56 PM	04 Mar, 2025 04:40:03 PM	0:02:10		Internal
596115481349			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Mar, 2025 06:55:18 PM	27 Mar, 2025 07:00:56 PM	04 Mar, 2025 04:40:03 PM	0:02:10		Internal
596115481349			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Mar, 2025 06:55:18 PM	27 Mar, 2025 07:00:56 PM	04 Mar, 2025 04:40:03 PM	0:02:10		Internal
596115481349			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Mar, 2025 06:55:18 PM	27 Mar, 2025 07:00:56 PM	04 Mar, 2025 04:40:03 PM	0:02:10		Internal
596115481349			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Mar, 2025 06:55:18 PM	27 Mar, 2025 07:00:56 PM	04 Mar, 2025 04:40:03 PM	0:02:10		Internal
596115481349			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Mar, 2025 06:55:18 PM	27 Mar, 2025 07:00:56 PM	04 Mar, 2025 04:40:03 PM	0:02:10		Internal
596115481349			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Mar, 2025 06:55:18 PM	27 Mar, 2025 07:00:56 PM	04 Mar, 2025 04:40:03 PM	0:02:10		Internal
596115481349			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Mar, 2025 06:55:18 PM	27 Mar, 2025 07:00:56 PM	04 Mar, 2025 04:40:03 PM	0:02:10		Internal
596115481349			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Mar, 2025 06:55:18 PM	27 Mar, 2025 07:00:56 PM	04 Mar, 2025 04:40:03 PM	0:02:10		Internal
596115481349			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Mar, 2025 06:55:18 PM	27 Mar, 2025 07:00:56 PM	04 Mar, 2025 04:40:03 PM	0:02:10		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596115481349	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	[redacted]	27 Mar, 2025 06:55:18 PM	27 Mar, 2025 07:00:56 PM	04 Mar, 2025 04:40:03 PM	0:02:10		Internal
596115481349			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		27 Mar, 2025 06:55:18 PM	27 Mar, 2025 07:00:56 PM	04 Mar, 2025 04:40:03 PM	0:02:10		Internal
596115481349			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Mar, 2025 06:55:18 PM	27 Mar, 2025 07:00:56 PM	04 Mar, 2025 04:40:03 PM	0:02:10		Internal
596115481349			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Mar, 2025 06:55:18 PM	27 Mar, 2025 07:00:56 PM	04 Mar, 2025 04:40:03 PM	0:02:10		Internal
596115481349			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Mar, 2025 06:55:18 PM	27 Mar, 2025 07:00:56 PM	04 Mar, 2025 04:40:03 PM	0:02:10		Internal
621941646466			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Mar, 2025 07:04:06 PM	27 Mar, 2025 07:13:02 PM	27 Mar, 2025 12:43:56 PM	0:03:53		Internal
621941646466			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Mar, 2025 07:04:06 PM	27 Mar, 2025 07:13:02 PM	27 Mar, 2025 12:43:56 PM	0:03:53		Internal
621941646466			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Mar, 2025 07:04:06 PM	27 Mar, 2025 07:13:02 PM	27 Mar, 2025 12:43:56 PM	0:03:53		Internal
621941646466			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Mar, 2025 07:04:06 PM	27 Mar, 2025 07:13:02 PM	27 Mar, 2025 12:43:56 PM	0:03:53		Internal
621941646466			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Mar, 2025 07:04:06 PM	27 Mar, 2025 07:13:02 PM	27 Mar, 2025 12:43:56 PM	0:03:53		Internal
621941646466			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Mar, 2025 07:04:06 PM	27 Mar, 2025 07:13:02 PM	27 Mar, 2025 12:43:56 PM	0:03:53		Internal
621941646466			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Mar, 2025 07:04:06 PM	27 Mar, 2025 07:13:02 PM	27 Mar, 2025 12:43:56 PM	0:03:53		Internal
621941646466			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Mar, 2025 07:04:06 PM	27 Mar, 2025 07:13:02 PM	27 Mar, 2025 12:43:56 PM	0:03:53		Internal
621941646466			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Mar, 2025 07:04:06 PM	27 Mar, 2025 07:13:02 PM	27 Mar, 2025 12:43:56 PM	0:03:53		Internal
621941646466			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Mar, 2025 07:04:06 PM	27 Mar, 2025 07:13:02 PM	27 Mar, 2025 12:43:56 PM	0:03:53		Internal
621941646466			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Mar, 2025 07:04:06 PM	27 Mar, 2025 07:13:02 PM	27 Mar, 2025 12:43:56 PM	0:03:53		Internal
621941646466			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Mar, 2025 07:04:06 PM	27 Mar, 2025 07:13:02 PM	27 Mar, 2025 12:43:56 PM	0:03:53		Internal
621941646466			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Mar, 2025 07:04:06 PM	27 Mar, 2025 07:13:02 PM	27 Mar, 2025 12:43:56 PM	0:03:53		Internal
621941646466			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Mar, 2025 07:04:06 PM	27 Mar, 2025 07:13:02 PM	27 Mar, 2025 12:43:56 PM	0:03:53		Internal
621941646466			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Mar, 2025 07:04:06 PM	27 Mar, 2025 07:13:02 PM	27 Mar, 2025 12:43:56 PM	0:03:53		Internal
621941646466			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Mar, 2025 07:04:06 PM	27 Mar, 2025 07:13:02 PM	27 Mar, 2025 12:43:56 PM	0:03:53		Internal
621941646466			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Mar, 2025 07:04:06 PM	27 Mar, 2025 07:13:02 PM	27 Mar, 2025 12:43:56 PM	0:03:53		Internal
621941646466			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Mar, 2025 07:04:06 PM	27 Mar, 2025 07:13:02 PM	27 Mar, 2025 12:43:56 PM	0:03:53		Internal
621941646466			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Mar, 2025 07:04:06 PM	27 Mar, 2025 07:13:02 PM	27 Mar, 2025 12:43:56 PM	0:03:53		Internal
621941646466			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Mar, 2025 07:04:06 PM	27 Mar, 2025 07:13:02 PM	27 Mar, 2025 12:43:56 PM	0:03:53		Internal
621941646466			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Mar, 2025 07:04:06 PM	27 Mar, 2025 07:13:02 PM	27 Mar, 2025 12:43:56 PM	0:03:53		Internal
621941646466			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Mar, 2025 07:04:06 PM	27 Mar, 2025 07:13:02 PM	27 Mar, 2025 12:43:56 PM	0:03:53		Internal
621941646466			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		27 Mar, 2025 07:04:06 PM	27 Mar, 2025 07:13:02 PM	27 Mar, 2025 12:43:56 PM	0:03:53		Internal
621941646466			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Mar, 2025 07:04:06 PM	27 Mar, 2025 07:13:02 PM	27 Mar, 2025 12:43:56 PM	0:03:53		Internal
621941646466			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Mar, 2025 07:04:06 PM	27 Mar, 2025 07:13:02 PM	27 Mar, 2025 12:43:56 PM	0:03:53		Internal
621941646466			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Mar, 2025 07:04:06 PM	27 Mar, 2025 07:13:02 PM	27 Mar, 2025 12:43:56 PM	0:03:53		Internal
597058237120			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Mar, 2025 04:01:54 PM	27 Mar, 2025 07:42:11 PM	17 Mar, 2025 02:50:19 PM	0:05:50		Internal
597058237120			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Mar, 2025 04:01:54 PM	27 Mar, 2025 07:42:11 PM	17 Mar, 2025 02:50:19 PM	0:05:50		Internal
597058237120			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Mar, 2025 04:01:54 PM	27 Mar, 2025 07:42:11 PM	17 Mar, 2025 02:50:19 PM	0:05:50		Internal
597058237120			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Mar, 2025 04:01:54 PM	27 Mar, 2025 07:42:11 PM	17 Mar, 2025 02:50:19 PM	0:05:50		Internal
597058237120			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Mar, 2025 04:01:54 PM	27 Mar, 2025 07:42:11 PM	17 Mar, 2025 02:50:19 PM	0:05:50		Internal
597058237120			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Mar, 2025 04:01:54 PM	27 Mar, 2025 07:42:11 PM	17 Mar, 2025 02:50:19 PM	0:05:50		Internal
597058237120			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Mar, 2025 04:01:54 PM	27 Mar, 2025 07:42:11 PM	17 Mar, 2025 02:50:19 PM	0:05:50		Internal
597058237120			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Mar, 2025 04:01:54 PM	27 Mar, 2025 07:42:11 PM	17 Mar, 2025 02:50:19 PM	0:05:50		Internal
597058237120			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Mar, 2025 04:01:54 PM	27 Mar, 2025 07:42:11 PM	17 Mar, 2025 02:50:19 PM	0:05:50		Internal
597058237120			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Mar, 2025 04:01:54 PM	27 Mar, 2025 07:42:11 PM	17 Mar, 2025 02:50:19 PM	0:05:50		Internal
597058237120			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Mar, 2025 04:01:54 PM	27 Mar, 2025 07:42:11 PM	17 Mar, 2025 02:50:19 PM	0:05:50		Internal
597058237120			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Mar, 2025 04:01:54 PM	27 Mar, 2025 07:42:11 PM	17 Mar, 2025 02:50:19 PM	0:05:50		Internal
597058237120			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Mar, 2025 04:01:54 PM	27 Mar, 2025 07:42:11 PM	17 Mar, 2025 02:50:19 PM	0:05:50		Internal
597058237120			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Mar, 2025 04:01:54 PM	27 Mar, 2025 07:42:11 PM	17 Mar, 2025 02:50:19 PM	0:05:50		Internal
597058237120			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Mar, 2025 04:01:54 PM	27 Mar, 2025 07:42:11 PM	17 Mar, 2025 02:50:19 PM	0:05:50		Internal
597058237120			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Mar, 2025 04:01:54 PM	27 Mar, 2025 07:42:11 PM	17 Mar, 2025 02:50:19 PM	0:05:50		Internal
597058237120			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Mar, 2025 04:01:54 PM	27 Mar, 2025 07:42:11 PM	17 Mar, 2025 02:50:19 PM	0:05:50		Internal
597058237120			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Mar, 2025 04:01:54 PM	27 Mar, 2025 07:42:11 PM	17 Mar, 2025 02:50:19 PM	0:05:50		Internal
597058237120			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Mar, 2025 04:01:54 PM	27 Mar, 2025 07:42:11 PM	17 Mar, 2025 02:50:19 PM	0:05:50		Internal
597058237120			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Mar, 2025 04:01:54 PM	27 Mar, 2025 07:42:11 PM	17 Mar, 2025 02:50:19 PM	0:05:50		Internal
597058237120			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Mar, 2025 04:01:54 PM	27 Mar, 2025 07:42:11 PM	17 Mar, 2025 02:50:19 PM	0:05:50		Internal
597058237120			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Mar, 2025 04:01:54 PM	27 Mar, 2025 07:42:11 PM	17 Mar, 2025 02:50:19 PM	0:05:50		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597058237120	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	[redacted]	17 Mar, 2025 04:01:54 PM	27 Mar, 2025 07:42:11 PM	17 Mar, 2025 02:50:19 PM	0:05:50		Internal
597058237120			CTE_Res_FT		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Mar, 2025 04:01:54 PM	27 Mar, 2025 07:42:11 PM	17 Mar, 2025 02:50:19 PM	0:05:50		Internal
597058237120			CTE_Res_FT		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Mar, 2025 04:01:54 PM	27 Mar, 2025 07:42:11 PM	17 Mar, 2025 02:50:19 PM	0:05:50		Internal
597058237120			CTE_Res_FT		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Mar, 2025 04:01:54 PM	27 Mar, 2025 07:42:11 PM	17 Mar, 2025 02:50:19 PM	0:05:50		Internal
597058998094			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Mar, 2025 11:58:14 AM	28 Mar, 2025 12:08:51 PM	21 Mar, 2025 08:34:29 PM	0:03:25		Internal
597058998094			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Mar, 2025 11:58:14 AM	28 Mar, 2025 12:08:51 PM	21 Mar, 2025 08:34:29 PM	0:03:25		Internal
597058998094			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Mar, 2025 11:58:14 AM	28 Mar, 2025 12:08:51 PM	21 Mar, 2025 08:34:29 PM	0:03:25		Internal
597058998094			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Mar, 2025 11:58:14 AM	28 Mar, 2025 12:08:51 PM	21 Mar, 2025 08:34:29 PM	0:03:25		Internal
597058998094			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Mar, 2025 11:58:14 AM	28 Mar, 2025 12:08:51 PM	21 Mar, 2025 08:34:29 PM	0:03:25		Internal
597058998094			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Mar, 2025 11:58:14 AM	28 Mar, 2025 12:08:51 PM	21 Mar, 2025 08:34:29 PM	0:03:25		Internal
597058998094			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Mar, 2025 11:58:14 AM	28 Mar, 2025 12:08:51 PM	21 Mar, 2025 08:34:29 PM	0:03:25		Internal
597058998094			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Mar, 2025 11:58:14 AM	28 Mar, 2025 12:08:51 PM	21 Mar, 2025 08:34:29 PM	0:03:25		Internal
597058998094			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Mar, 2025 11:58:14 AM	28 Mar, 2025 12:08:51 PM	21 Mar, 2025 08:34:29 PM	0:03:25		Internal
597058998094			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Mar, 2025 11:58:14 AM	28 Mar, 2025 12:08:51 PM	21 Mar, 2025 08:34:29 PM	0:03:25		Internal
597058998094			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Mar, 2025 11:58:14 AM	28 Mar, 2025 12:08:51 PM	21 Mar, 2025 08:34:29 PM	0:03:25		Internal
597058998094			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Mar, 2025 11:58:14 AM	28 Mar, 2025 12:08:51 PM	21 Mar, 2025 08:34:29 PM	0:03:25		Internal
597058998094			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Mar, 2025 11:58:14 AM	28 Mar, 2025 12:08:51 PM	21 Mar, 2025 08:34:29 PM	0:03:25		Internal
597058998094			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Mar, 2025 11:58:14 AM	28 Mar, 2025 12:08:51 PM	21 Mar, 2025 08:34:29 PM	0:03:25		Internal
597058998094			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Mar, 2025 11:58:14 AM	28 Mar, 2025 12:08:51 PM	21 Mar, 2025 08:34:29 PM	0:03:25		Internal
597058998094			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Mar, 2025 11:58:14 AM	28 Mar, 2025 12:08:51 PM	21 Mar, 2025 08:34:29 PM	0:03:25		Internal
597058998094			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Mar, 2025 11:58:14 AM	28 Mar, 2025 12:08:51 PM	21 Mar, 2025 08:34:29 PM	0:03:25		Internal
597058998094			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Mar, 2025 11:58:14 AM	28 Mar, 2025 12:08:51 PM	21 Mar, 2025 08:34:29 PM	0:03:25		Internal
597058998094			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Mar, 2025 11:58:14 AM	28 Mar, 2025 12:08:51 PM	21 Mar, 2025 08:34:29 PM	0:03:25		Internal
597058998094			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Mar, 2025 11:58:14 AM	28 Mar, 2025 12:08:51 PM	21 Mar, 2025 08:34:29 PM	0:03:25		Internal
597058998094			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Mar, 2025 11:58:14 AM	28 Mar, 2025 12:08:51 PM	21 Mar, 2025 08:34:29 PM	0:03:25		Internal
597058998094			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Mar, 2025 11:58:14 AM	28 Mar, 2025 12:08:51 PM	21 Mar, 2025 08:34:29 PM	0:03:25		Internal
597058998094			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		28 Mar, 2025 11:58:14 AM	28 Mar, 2025 12:08:51 PM	21 Mar, 2025 08:34:29 PM	0:03:25		Internal
597058998094			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Mar, 2025 11:58:14 AM	28 Mar, 2025 12:08:51 PM	21 Mar, 2025 08:34:29 PM	0:03:25		Internal
597058998094			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Mar, 2025 11:58:14 AM	28 Mar, 2025 12:08:51 PM	21 Mar, 2025 08:34:29 PM	0:03:25		Internal
597058998094			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Mar, 2025 11:58:14 AM	28 Mar, 2025 12:08:51 PM	21 Mar, 2025 08:34:29 PM	0:03:25		Internal
597059440256			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Mar, 2025 01:08:00 PM	28 Mar, 2025 12:51:39 PM	25 Mar, 2025 10:11:47 PM	0:04:35		Internal
597059440256			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Mar, 2025 01:08:00 PM	28 Mar, 2025 12:51:39 PM	25 Mar, 2025 10:11:47 PM	0:04:35		Internal
597059440256			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Mar, 2025 01:08:00 PM	28 Mar, 2025 12:51:39 PM	25 Mar, 2025 10:11:47 PM	0:04:35		Internal
597059440256			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Mar, 2025 01:08:00 PM	28 Mar, 2025 12:51:39 PM	25 Mar, 2025 10:11:47 PM	0:04:35		Internal
597059440256			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Mar, 2025 01:08:00 PM	28 Mar, 2025 12:51:39 PM	25 Mar, 2025 10:11:47 PM	0:04:35		Internal
597059440256			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Mar, 2025 01:08:00 PM	28 Mar, 2025 12:51:39 PM	25 Mar, 2025 10:11:47 PM	0:04:35		Internal
597059440256			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Mar, 2025 01:08:00 PM	28 Mar, 2025 12:51:39 PM	25 Mar, 2025 10:11:47 PM	0:04:35		Internal
597059440256			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Mar, 2025 01:08:00 PM	28 Mar, 2025 12:51:39 PM	25 Mar, 2025 10:11:47 PM	0:04:35		Internal
597059440256			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Mar, 2025 01:08:00 PM	28 Mar, 2025 12:51:39 PM	25 Mar, 2025 10:11:47 PM	0:04:35		Internal
597059440256			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Mar, 2025 01:08:00 PM	28 Mar, 2025 12:51:39 PM	25 Mar, 2025 10:11:47 PM	0:04:35		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597059440256	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	27 Mar, 2025 01:08:00 PM	28 Mar, 2025 12:51:39 PM	25 Mar, 2025 10:11:47 PM	0:04:35		Internal
597059440256			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Mar, 2025 01:08:00 PM	28 Mar, 2025 12:51:39 PM	25 Mar, 2025 10:11:47 PM	0:04:35		Internal
597059440256			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Mar, 2025 01:08:00 PM	28 Mar, 2025 12:51:39 PM	25 Mar, 2025 10:11:47 PM	0:04:35		Internal
597059440256			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Mar, 2025 01:08:00 PM	28 Mar, 2025 12:51:39 PM	25 Mar, 2025 10:11:47 PM	0:04:35		Internal
597059440256			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Mar, 2025 01:08:00 PM	28 Mar, 2025 12:51:39 PM	25 Mar, 2025 10:11:47 PM	0:04:35		Internal
597059440256			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Mar, 2025 01:08:00 PM	28 Mar, 2025 12:51:39 PM	25 Mar, 2025 10:11:47 PM	0:04:35		Internal
597059440256			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Mar, 2025 01:08:00 PM	28 Mar, 2025 12:51:39 PM	25 Mar, 2025 10:11:47 PM	0:04:35		Internal
597059440256			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Mar, 2025 01:08:00 PM	28 Mar, 2025 12:51:39 PM	25 Mar, 2025 10:11:47 PM	0:04:35		Internal
597059440256			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Mar, 2025 01:08:00 PM	28 Mar, 2025 12:51:39 PM	25 Mar, 2025 10:11:47 PM	0:04:35		Internal
597059440256			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Mar, 2025 01:08:00 PM	28 Mar, 2025 12:51:39 PM	25 Mar, 2025 10:11:47 PM	0:04:35		Internal
597059440256			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Mar, 2025 01:08:00 PM	28 Mar, 2025 12:51:39 PM	25 Mar, 2025 10:11:47 PM	0:04:35		Internal
597059440256			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Mar, 2025 01:08:00 PM	28 Mar, 2025 12:51:39 PM	25 Mar, 2025 10:11:47 PM	0:04:35		Internal
597059440256			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		27 Mar, 2025 01:08:00 PM	28 Mar, 2025 12:51:39 PM	25 Mar, 2025 10:11:47 PM	0:04:35		Internal
597059440256			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Mar, 2025 01:08:00 PM	28 Mar, 2025 12:51:39 PM	25 Mar, 2025 10:11:47 PM	0:04:35		Internal
597059440256			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Mar, 2025 01:08:00 PM	28 Mar, 2025 12:51:39 PM	25 Mar, 2025 10:11:47 PM	0:04:35		Internal
597059440256			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Mar, 2025 01:08:00 PM	28 Mar, 2025 12:51:39 PM	25 Mar, 2025 10:11:47 PM	0:04:35		Internal
597059512721			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Mar, 2025 01:47:35 PM	28 Mar, 2025 01:50:31 PM	26 Mar, 2025 03:03:19 PM	0:03:20		Internal
597059512721			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Mar, 2025 01:47:35 PM	28 Mar, 2025 01:50:31 PM	26 Mar, 2025 03:03:19 PM	0:03:20		Internal
597059512721			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Mar, 2025 01:47:35 PM	28 Mar, 2025 01:50:31 PM	26 Mar, 2025 03:03:19 PM	0:03:20		Internal
597059512721			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Mar, 2025 01:47:35 PM	28 Mar, 2025 01:50:31 PM	26 Mar, 2025 03:03:19 PM	0:03:20		Internal
597059512721			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Mar, 2025 01:47:35 PM	28 Mar, 2025 01:50:31 PM	26 Mar, 2025 03:03:19 PM	0:03:20		Internal
597059512721			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Mar, 2025 01:47:35 PM	28 Mar, 2025 01:50:31 PM	26 Mar, 2025 03:03:19 PM	0:03:20		Internal
597059512721			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Mar, 2025 01:47:35 PM	28 Mar, 2025 01:50:31 PM	26 Mar, 2025 03:03:19 PM	0:03:20		Internal
597059512721			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Mar, 2025 01:47:35 PM	28 Mar, 2025 01:50:31 PM	26 Mar, 2025 03:03:19 PM	0:03:20		Internal
597059512721			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Mar, 2025 01:47:35 PM	28 Mar, 2025 01:50:31 PM	26 Mar, 2025 03:03:19 PM	0:03:20		Internal
597059512721			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Mar, 2025 01:47:35 PM	28 Mar, 2025 01:50:31 PM	26 Mar, 2025 03:03:19 PM	0:03:20		Internal
597059512721			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Mar, 2025 01:47:35 PM	28 Mar, 2025 01:50:31 PM	26 Mar, 2025 03:03:19 PM	0:03:20		Internal
597059512721			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Mar, 2025 01:47:35 PM	28 Mar, 2025 01:50:31 PM	26 Mar, 2025 03:03:19 PM	0:03:20		Internal
597059512721			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Mar, 2025 01:47:35 PM	28 Mar, 2025 01:50:31 PM	26 Mar, 2025 03:03:19 PM	0:03:20		Internal
597059512721			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Mar, 2025 01:47:35 PM	28 Mar, 2025 01:50:31 PM	26 Mar, 2025 03:03:19 PM	0:03:20		Internal
597059512721			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Mar, 2025 01:47:35 PM	28 Mar, 2025 01:50:31 PM	26 Mar, 2025 03:03:19 PM	0:03:20		Internal
597059512721			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Mar, 2025 01:47:35 PM	28 Mar, 2025 01:50:31 PM	26 Mar, 2025 03:03:19 PM	0:03:20		Internal
597059512721			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Mar, 2025 01:47:35 PM	28 Mar, 2025 01:50:31 PM	26 Mar, 2025 03:03:19 PM	0:03:20		Internal
597059512721			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Mar, 2025 01:47:35 PM	28 Mar, 2025 01:50:31 PM	26 Mar, 2025 03:03:19 PM	0:03:20		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597059512721	[redacted]	[redacted]	CTE_Bus_Moving	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	28 Mar, 2025 01:47:35 PM	28 Mar, 2025 01:50:31 PM	26 Mar, 2025 03:03:19 PM	0:03:20		Internal
597059512721			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Mar, 2025 01:47:35 PM	28 Mar, 2025 01:50:31 PM	26 Mar, 2025 03:03:19 PM	0:03:20		Internal
597059512721			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Mar, 2025 01:47:35 PM	28 Mar, 2025 01:50:31 PM	26 Mar, 2025 03:03:19 PM	0:03:20		Internal
597059512721			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Mar, 2025 01:47:35 PM	28 Mar, 2025 01:50:31 PM	26 Mar, 2025 03:03:19 PM	0:03:20		Internal
597059512721			CTE_Bus_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		28 Mar, 2025 01:47:35 PM	28 Mar, 2025 01:50:31 PM	26 Mar, 2025 03:03:19 PM	0:03:20		Internal
597059512721			CTE_Bus_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Mar, 2025 01:47:35 PM	28 Mar, 2025 01:50:31 PM	26 Mar, 2025 03:03:19 PM	0:03:20		Internal
597059512721			CTE_Bus_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Mar, 2025 01:47:35 PM	28 Mar, 2025 01:50:31 PM	26 Mar, 2025 03:03:19 PM	0:03:20		Internal
597059512721			CTE_Bus_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Mar, 2025 01:47:35 PM	28 Mar, 2025 01:50:31 PM	26 Mar, 2025 03:03:19 PM	0:03:20		Internal
621941644754			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Mar, 2025 02:59:03 PM	28 Mar, 2025 03:09:10 PM	27 Mar, 2025 12:33:58 PM	0:02:59		Internal
621941644754			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Mar, 2025 02:59:03 PM	28 Mar, 2025 03:09:10 PM	27 Mar, 2025 12:33:58 PM	0:02:59		Internal
621941644754			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Mar, 2025 02:59:03 PM	28 Mar, 2025 03:09:10 PM	27 Mar, 2025 12:33:58 PM	0:02:59		Internal
621941644754			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Mar, 2025 02:59:03 PM	28 Mar, 2025 03:09:10 PM	27 Mar, 2025 12:33:58 PM	0:02:59		Internal
621941644754			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Mar, 2025 02:59:03 PM	28 Mar, 2025 03:09:10 PM	27 Mar, 2025 12:33:58 PM	0:02:59		Internal
621941644754			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Mar, 2025 02:59:03 PM	28 Mar, 2025 03:09:10 PM	27 Mar, 2025 12:33:58 PM	0:02:59		Internal
621941644754			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Mar, 2025 02:59:03 PM	28 Mar, 2025 03:09:10 PM	27 Mar, 2025 12:33:58 PM	0:02:59		Internal
621941644754			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Mar, 2025 02:59:03 PM	28 Mar, 2025 03:09:10 PM	27 Mar, 2025 12:33:58 PM	0:02:59		Internal
621941644754			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Mar, 2025 02:59:03 PM	28 Mar, 2025 03:09:10 PM	27 Mar, 2025 12:33:58 PM	0:02:59		Internal
621941644754			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Mar, 2025 02:59:03 PM	28 Mar, 2025 03:09:10 PM	27 Mar, 2025 12:33:58 PM	0:02:59		Internal
621941644754			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Mar, 2025 02:59:03 PM	28 Mar, 2025 03:09:10 PM	27 Mar, 2025 12:33:58 PM	0:02:59		Internal
621941644754			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Mar, 2025 02:59:03 PM	28 Mar, 2025 03:09:10 PM	27 Mar, 2025 12:33:58 PM	0:02:59		Internal
621941644754			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Mar, 2025 02:59:03 PM	28 Mar, 2025 03:09:10 PM	27 Mar, 2025 12:33:58 PM	0:02:59		Internal
621941644754			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Mar, 2025 02:59:03 PM	28 Mar, 2025 03:09:10 PM	27 Mar, 2025 12:33:58 PM	0:02:59		Internal
621941644754			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Mar, 2025 02:59:03 PM	28 Mar, 2025 03:09:10 PM	27 Mar, 2025 12:33:58 PM	0:02:59		Internal
621941644754			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Mar, 2025 02:59:03 PM	28 Mar, 2025 03:09:10 PM	27 Mar, 2025 12:33:58 PM	0:02:59		Internal
621941644754			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Mar, 2025 02:59:03 PM	28 Mar, 2025 03:09:10 PM	27 Mar, 2025 12:33:58 PM	0:02:59		Internal
621941644754			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Mar, 2025 02:59:03 PM	28 Mar, 2025 03:09:10 PM	27 Mar, 2025 12:33:58 PM	0:02:59		Internal
621941644754			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Mar, 2025 02:59:03 PM	28 Mar, 2025 03:09:10 PM	27 Mar, 2025 12:33:58 PM	0:02:59		Internal
621941644754			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Mar, 2025 02:59:03 PM	28 Mar, 2025 03:09:10 PM	27 Mar, 2025 12:33:58 PM	0:02:59		Internal
621941644754			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Mar, 2025 02:59:03 PM	28 Mar, 2025 03:09:10 PM	27 Mar, 2025 12:33:58 PM	0:02:59		Internal
621941644754			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Mar, 2025 02:59:03 PM	28 Mar, 2025 03:09:10 PM	27 Mar, 2025 12:33:58 PM	0:02:59		Internal
621941644754			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		28 Mar, 2025 02:59:03 PM	28 Mar, 2025 03:09:10 PM	27 Mar, 2025 12:33:58 PM	0:02:59		Internal
621941644754			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Mar, 2025 02:59:03 PM	28 Mar, 2025 03:09:10 PM	27 Mar, 2025 12:33:58 PM	0:02:59		Internal
621941644754			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Mar, 2025 02:59:03 PM	28 Mar, 2025 03:09:10 PM	27 Mar, 2025 12:33:58 PM	0:02:59		Internal
621941644754			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Mar, 2025 02:59:03 PM	28 Mar, 2025 03:09:10 PM	27 Mar, 2025 12:33:58 PM	0:02:59		Internal
621941824856			CTE_Bus_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Mar, 2025 02:52:32 PM	28 Mar, 2025 03:15:34 PM	28 Mar, 2025 01:36:56 PM	0:05:42		Internal
621941824856			CTE_Bus_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Mar, 2025 02:52:32 PM	28 Mar, 2025 03:15:34 PM	28 Mar, 2025 01:36:56 PM	0:05:42		Internal
621941824856			CTE_Bus_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Mar, 2025 02:52:32 PM	28 Mar, 2025 03:15:34 PM	28 Mar, 2025 01:36:56 PM	0:05:42		Internal
621941824856			CTE_Bus_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Mar, 2025 02:52:32 PM	28 Mar, 2025 03:15:34 PM	28 Mar, 2025 01:36:56 PM	0:05:42		Internal
621941824856			CTE_Bus_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Mar, 2025 02:52:32 PM	28 Mar, 2025 03:15:34 PM	28 Mar, 2025 01:36:56 PM	0:05:42		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621941824856	[redacted]	[redacted]	CTE_Bus_Outage	[redacted]	Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	[redacted]	28 Mar, 2025 02:52:32 PM	28 Mar, 2025 03:15:34 PM	28 Mar, 2025 01:36:56 PM	0:05:42		Internal
621941824856			CTE_Bus_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Mar, 2025 02:52:32 PM	28 Mar, 2025 03:15:34 PM	28 Mar, 2025 01:36:56 PM	0:05:42		Internal
621941824856			CTE_Bus_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Mar, 2025 02:52:32 PM	28 Mar, 2025 03:15:34 PM	28 Mar, 2025 01:36:56 PM	0:05:42		Internal
621941824856			CTE_Bus_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Mar, 2025 02:52:32 PM	28 Mar, 2025 03:15:34 PM	28 Mar, 2025 01:36:56 PM	0:05:42		Internal
621941824856			CTE_Bus_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Mar, 2025 02:52:32 PM	28 Mar, 2025 03:15:34 PM	28 Mar, 2025 01:36:56 PM	0:05:42		Internal
621941824856			CTE_Bus_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Mar, 2025 02:52:32 PM	28 Mar, 2025 03:15:34 PM	28 Mar, 2025 01:36:56 PM	0:05:42		Internal
621941824856			CTE_Bus_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Mar, 2025 02:52:32 PM	28 Mar, 2025 03:15:34 PM	28 Mar, 2025 01:36:56 PM	0:05:42		Internal
621941824856			CTE_Bus_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Mar, 2025 02:52:32 PM	28 Mar, 2025 03:15:34 PM	28 Mar, 2025 01:36:56 PM	0:05:42		Internal
621941824856			CTE_Bus_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Mar, 2025 02:52:32 PM	28 Mar, 2025 03:15:34 PM	28 Mar, 2025 01:36:56 PM	0:05:42		Internal
621941824856			CTE_Bus_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Mar, 2025 02:52:32 PM	28 Mar, 2025 03:15:34 PM	28 Mar, 2025 01:36:56 PM	0:05:42		Internal
621941824856			CTE_Bus_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Mar, 2025 02:52:32 PM	28 Mar, 2025 03:15:34 PM	28 Mar, 2025 01:36:56 PM	0:05:42		Internal
621941824856			CTE_Bus_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Mar, 2025 02:52:32 PM	28 Mar, 2025 03:15:34 PM	28 Mar, 2025 01:36:56 PM	0:05:42		Internal
621941824856			CTE_Bus_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Mar, 2025 02:52:32 PM	28 Mar, 2025 03:15:34 PM	28 Mar, 2025 01:36:56 PM	0:05:42		Internal
621941824856			CTE_Bus_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Mar, 2025 02:52:32 PM	28 Mar, 2025 03:15:34 PM	28 Mar, 2025 01:36:56 PM	0:05:42		Internal
621941824856			CTE_Bus_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Mar, 2025 02:52:32 PM	28 Mar, 2025 03:15:34 PM	28 Mar, 2025 01:36:56 PM	0:05:42		Internal
621941824856			CTE_Bus_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Mar, 2025 02:52:32 PM	28 Mar, 2025 03:15:34 PM	28 Mar, 2025 01:36:56 PM	0:05:42		Internal
621941824856			CTE_Bus_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Mar, 2025 02:52:32 PM	28 Mar, 2025 03:15:34 PM	28 Mar, 2025 01:36:56 PM	0:05:42		Internal
621941824856			CTE_Bus_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		28 Mar, 2025 02:52:32 PM	28 Mar, 2025 03:15:34 PM	28 Mar, 2025 01:36:56 PM	0:05:42		Internal
621941824856			CTE_Bus_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Mar, 2025 02:52:32 PM	28 Mar, 2025 03:15:34 PM	28 Mar, 2025 01:36:56 PM	0:05:42		Internal
621941824856			CTE_Bus_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Mar, 2025 02:52:32 PM	28 Mar, 2025 03:15:34 PM	28 Mar, 2025 01:36:56 PM	0:05:42		Internal
621941824856			CTE_Bus_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Mar, 2025 02:52:32 PM	28 Mar, 2025 03:15:34 PM	28 Mar, 2025 01:36:56 PM	0:05:42		Internal
597058520606			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Mar, 2025 02:31:29 PM	28 Mar, 2025 04:21:33 PM	18 Mar, 2025 09:19:54 PM	0:03:15		Internal
597058520606			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Mar, 2025 02:31:29 PM	28 Mar, 2025 04:21:33 PM	18 Mar, 2025 09:19:54 PM	0:03:15		Internal
597058520606			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Mar, 2025 02:31:29 PM	28 Mar, 2025 04:21:33 PM	18 Mar, 2025 09:19:54 PM	0:03:15		Internal
597058520606			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Mar, 2025 02:31:29 PM	28 Mar, 2025 04:21:33 PM	18 Mar, 2025 09:19:54 PM	0:03:15		Internal
597058520606			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Mar, 2025 02:31:29 PM	28 Mar, 2025 04:21:33 PM	18 Mar, 2025 09:19:54 PM	0:03:15		Internal
597058520606			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		20 Mar, 2025 02:31:29 PM	28 Mar, 2025 04:21:33 PM	18 Mar, 2025 09:19:54 PM	0:03:15		Internal
597058520606			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 Mar, 2025 02:31:29 PM	28 Mar, 2025 04:21:33 PM	18 Mar, 2025 09:19:54 PM	0:03:15		Internal
597058520606			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 Mar, 2025 02:31:29 PM	28 Mar, 2025 04:21:33 PM	18 Mar, 2025 09:19:54 PM	0:03:15		Internal
597058520606			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 Mar, 2025 02:31:29 PM	28 Mar, 2025 04:21:33 PM	18 Mar, 2025 09:19:54 PM	0:03:15		Internal
597058520606			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		20 Mar, 2025 02:31:29 PM	28 Mar, 2025 04:21:33 PM	18 Mar, 2025 09:19:54 PM	0:03:15		Internal
597058520606			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		20 Mar, 2025 02:31:29 PM	28 Mar, 2025 04:21:33 PM	18 Mar, 2025 09:19:54 PM	0:03:15		Internal
597058520606			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Mar, 2025 02:31:29 PM	28 Mar, 2025 04:21:33 PM	18 Mar, 2025 09:19:54 PM	0:03:15		Internal
597058520606			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 Mar, 2025 02:31:29 PM	28 Mar, 2025 04:21:33 PM	18 Mar, 2025 09:19:54 PM	0:03:15		Internal
597058520606			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		20 Mar, 2025 02:31:29 PM	28 Mar, 2025 04:21:33 PM	18 Mar, 2025 09:19:54 PM	0:03:15		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597058520606	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	20 Mar, 2025 02:31:29 PM	28 Mar, 2025 04:21:33 PM	18 Mar, 2025 09:19:54 PM	0:03:15		Internal
597058520606			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Mar, 2025 02:31:29 PM	28 Mar, 2025 04:21:33 PM	18 Mar, 2025 09:19:54 PM	0:03:15		Internal
597058520606			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 Mar, 2025 02:31:29 PM	28 Mar, 2025 04:21:33 PM	18 Mar, 2025 09:19:54 PM	0:03:15		Internal
597058520606			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		20 Mar, 2025 02:31:29 PM	28 Mar, 2025 04:21:33 PM	18 Mar, 2025 09:19:54 PM	0:03:15		Internal
597058520606			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		20 Mar, 2025 02:31:29 PM	28 Mar, 2025 04:21:33 PM	18 Mar, 2025 09:19:54 PM	0:03:15		Internal
597058520606			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Mar, 2025 02:31:29 PM	28 Mar, 2025 04:21:33 PM	18 Mar, 2025 09:19:54 PM	0:03:15		Internal
597058520606			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 Mar, 2025 02:31:29 PM	28 Mar, 2025 04:21:33 PM	18 Mar, 2025 09:19:54 PM	0:03:15		Internal
597058520606			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 Mar, 2025 02:31:29 PM	28 Mar, 2025 04:21:33 PM	18 Mar, 2025 09:19:54 PM	0:03:15		Internal
597058520606			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		20 Mar, 2025 02:31:29 PM	28 Mar, 2025 04:21:33 PM	18 Mar, 2025 09:19:54 PM	0:03:15		Internal
597058520606			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 Mar, 2025 02:31:29 PM	28 Mar, 2025 04:21:33 PM	18 Mar, 2025 09:19:54 PM	0:03:15		Internal
597058520606			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Mar, 2025 02:31:29 PM	28 Mar, 2025 04:21:33 PM	18 Mar, 2025 09:19:54 PM	0:03:15		Internal
597058520606			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Mar, 2025 02:31:29 PM	28 Mar, 2025 04:21:33 PM	18 Mar, 2025 09:19:54 PM	0:03:15		Internal
597059497868			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Mar, 2025 04:55:16 PM	28 Mar, 2025 04:59:45 PM	26 Mar, 2025 02:23:50 PM	0:05:23		Internal
597059497868			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Mar, 2025 04:55:16 PM	28 Mar, 2025 04:59:45 PM	26 Mar, 2025 02:23:50 PM	0:05:23		Internal
597059497868			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Mar, 2025 04:55:16 PM	28 Mar, 2025 04:59:45 PM	26 Mar, 2025 02:23:50 PM	0:05:23		Internal
597059497868			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Mar, 2025 04:55:16 PM	28 Mar, 2025 04:59:45 PM	26 Mar, 2025 02:23:50 PM	0:05:23		Internal
597059497868			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Mar, 2025 04:55:16 PM	28 Mar, 2025 04:59:45 PM	26 Mar, 2025 02:23:50 PM	0:05:23		Internal
597059497868			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Mar, 2025 04:55:16 PM	28 Mar, 2025 04:59:45 PM	26 Mar, 2025 02:23:50 PM	0:05:23		Internal
597059497868			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Mar, 2025 04:55:16 PM	28 Mar, 2025 04:59:45 PM	26 Mar, 2025 02:23:50 PM	0:05:23		Internal
597059497868			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Mar, 2025 04:55:16 PM	28 Mar, 2025 04:59:45 PM	26 Mar, 2025 02:23:50 PM	0:05:23		Internal
597059497868			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Mar, 2025 04:55:16 PM	28 Mar, 2025 04:59:45 PM	26 Mar, 2025 02:23:50 PM	0:05:23		Internal
597059497868			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Mar, 2025 04:55:16 PM	28 Mar, 2025 04:59:45 PM	26 Mar, 2025 02:23:50 PM	0:05:23		Internal
597059497868			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Mar, 2025 04:55:16 PM	28 Mar, 2025 04:59:45 PM	26 Mar, 2025 02:23:50 PM	0:05:23		Internal
597059497868			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Mar, 2025 04:55:16 PM	28 Mar, 2025 04:59:45 PM	26 Mar, 2025 02:23:50 PM	0:05:23		Internal
597059497868			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Mar, 2025 04:55:16 PM	28 Mar, 2025 04:59:45 PM	26 Mar, 2025 02:23:50 PM	0:05:23		Internal
597059497868			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Mar, 2025 04:55:16 PM	28 Mar, 2025 04:59:45 PM	26 Mar, 2025 02:23:50 PM	0:05:23		Internal
597059497868			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Mar, 2025 04:55:16 PM	28 Mar, 2025 04:59:45 PM	26 Mar, 2025 02:23:50 PM	0:05:23		Internal
597059497868			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Mar, 2025 04:55:16 PM	28 Mar, 2025 04:59:45 PM	26 Mar, 2025 02:23:50 PM	0:05:23		Internal
597059497868			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Mar, 2025 04:55:16 PM	28 Mar, 2025 04:59:45 PM	26 Mar, 2025 02:23:50 PM	0:05:23		Internal
597059497868			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Mar, 2025 04:55:16 PM	28 Mar, 2025 04:59:45 PM	26 Mar, 2025 02:23:50 PM	0:05:23		Internal
597059497868			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Mar, 2025 04:55:16 PM	28 Mar, 2025 04:59:45 PM	26 Mar, 2025 02:23:50 PM	0:05:23		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597059497868	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	[redacted]	28 Mar, 2025 04:55:16 PM	28 Mar, 2025 04:59:45 PM	26 Mar, 2025 02:23:50 PM	0:05:23		Internal
597059497868			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Mar, 2025 04:55:16 PM	28 Mar, 2025 04:59:45 PM	26 Mar, 2025 02:23:50 PM	0:05:23		Internal
597059497868			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Mar, 2025 04:55:16 PM	28 Mar, 2025 04:59:45 PM	26 Mar, 2025 02:23:50 PM	0:05:23		Internal
597059497868			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		28 Mar, 2025 04:55:16 PM	28 Mar, 2025 04:59:45 PM	26 Mar, 2025 02:23:50 PM	0:05:23		Internal
597059497868			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Mar, 2025 04:55:16 PM	28 Mar, 2025 04:59:45 PM	26 Mar, 2025 02:23:50 PM	0:05:23		Internal
597059497868			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Mar, 2025 04:55:16 PM	28 Mar, 2025 04:59:45 PM	26 Mar, 2025 02:23:50 PM	0:05:23		Internal
597059497868			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Mar, 2025 04:55:16 PM	28 Mar, 2025 04:59:45 PM	26 Mar, 2025 02:23:50 PM	0:05:23		Internal
597059525290			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Mar, 2025 05:26:08 PM	28 Mar, 2025 05:31:08 PM	26 Mar, 2025 03:54:54 PM	0:02:36		Internal
597059525290			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Mar, 2025 05:26:08 PM	28 Mar, 2025 05:31:08 PM	26 Mar, 2025 03:54:54 PM	0:02:36		Internal
597059525290			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Mar, 2025 05:26:08 PM	28 Mar, 2025 05:31:08 PM	26 Mar, 2025 03:54:54 PM	0:02:36		Internal
597059525290			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Mar, 2025 05:26:08 PM	28 Mar, 2025 05:31:08 PM	26 Mar, 2025 03:54:54 PM	0:02:36		Internal
597059525290			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Mar, 2025 05:26:08 PM	28 Mar, 2025 05:31:08 PM	26 Mar, 2025 03:54:54 PM	0:02:36		Internal
597059525290			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Mar, 2025 05:26:08 PM	28 Mar, 2025 05:31:08 PM	26 Mar, 2025 03:54:54 PM	0:02:36		Internal
597059525290			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Mar, 2025 05:26:08 PM	28 Mar, 2025 05:31:08 PM	26 Mar, 2025 03:54:54 PM	0:02:36		Internal
597059525290			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Mar, 2025 05:26:08 PM	28 Mar, 2025 05:31:08 PM	26 Mar, 2025 03:54:54 PM	0:02:36		Internal
597059525290			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Mar, 2025 05:26:08 PM	28 Mar, 2025 05:31:08 PM	26 Mar, 2025 03:54:54 PM	0:02:36		Internal
597059525290			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Mar, 2025 05:26:08 PM	28 Mar, 2025 05:31:08 PM	26 Mar, 2025 03:54:54 PM	0:02:36		Internal
597059525290			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Mar, 2025 05:26:08 PM	28 Mar, 2025 05:31:08 PM	26 Mar, 2025 03:54:54 PM	0:02:36		Internal
597059525290			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Mar, 2025 05:26:08 PM	28 Mar, 2025 05:31:08 PM	26 Mar, 2025 03:54:54 PM	0:02:36		Internal
597059525290			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Mar, 2025 05:26:08 PM	28 Mar, 2025 05:31:08 PM	26 Mar, 2025 03:54:54 PM	0:02:36		Internal
597059525290			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Mar, 2025 05:26:08 PM	28 Mar, 2025 05:31:08 PM	26 Mar, 2025 03:54:54 PM	0:02:36		Internal
597059525290			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Mar, 2025 05:26:08 PM	28 Mar, 2025 05:31:08 PM	26 Mar, 2025 03:54:54 PM	0:02:36		Internal
597059525290			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Mar, 2025 05:26:08 PM	28 Mar, 2025 05:31:08 PM	26 Mar, 2025 03:54:54 PM	0:02:36		Internal
597059525290			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Mar, 2025 05:26:08 PM	28 Mar, 2025 05:31:08 PM	26 Mar, 2025 03:54:54 PM	0:02:36		Internal
597059525290			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Mar, 2025 05:26:08 PM	28 Mar, 2025 05:31:08 PM	26 Mar, 2025 03:54:54 PM	0:02:36		Internal
597059525290			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Mar, 2025 05:26:08 PM	28 Mar, 2025 05:31:08 PM	26 Mar, 2025 03:54:54 PM	0:02:36		Internal
597059525290			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Mar, 2025 05:26:08 PM	28 Mar, 2025 05:31:08 PM	26 Mar, 2025 03:54:54 PM	0:02:36		Internal
597059525290			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Mar, 2025 05:26:08 PM	28 Mar, 2025 05:31:08 PM	26 Mar, 2025 03:54:54 PM	0:02:36		Internal
597059525290			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Mar, 2025 05:26:08 PM	28 Mar, 2025 05:31:08 PM	26 Mar, 2025 03:54:54 PM	0:02:36		Internal
597059525290			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		28 Mar, 2025 05:26:08 PM	28 Mar, 2025 05:31:08 PM	26 Mar, 2025 03:54:54 PM	0:02:36		Internal
597059525290			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Mar, 2025 05:26:08 PM	28 Mar, 2025 05:31:08 PM	26 Mar, 2025 03:54:54 PM	0:02:36		Internal
597059525290			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Mar, 2025 05:26:08 PM	28 Mar, 2025 05:31:08 PM	26 Mar, 2025 03:54:54 PM	0:02:36		Internal
597059525290			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Mar, 2025 05:26:08 PM	28 Mar, 2025 05:31:08 PM	26 Mar, 2025 03:54:54 PM	0:02:36		Internal
621941832076			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Mar, 2025 05:39:27 PM	28 Mar, 2025 05:43:29 PM	28 Mar, 2025 02:01:07 PM	0:02:43		Internal
621941832076			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Mar, 2025 05:39:27 PM	28 Mar, 2025 05:43:29 PM	28 Mar, 2025 02:01:07 PM	0:02:43		Internal
621941832076			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Mar, 2025 05:39:27 PM	28 Mar, 2025 05:43:29 PM	28 Mar, 2025 02:01:07 PM	0:02:43		Internal
621941832076			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Mar, 2025 05:39:27 PM	28 Mar, 2025 05:43:29 PM	28 Mar, 2025 02:01:07 PM	0:02:43		Internal
621941832076			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Mar, 2025 05:39:27 PM	28 Mar, 2025 05:43:29 PM	28 Mar, 2025 02:01:07 PM	0:02:43		Internal
621941832076			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Mar, 2025 05:39:27 PM	28 Mar, 2025 05:43:29 PM	28 Mar, 2025 02:01:07 PM	0:02:43		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621941832076	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	28 Mar, 2025 05:39:27 PM	28 Mar, 2025 05:43:29 PM	28 Mar, 2025 02:01:07 PM	0:02:43		Internal
621941832076			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Mar, 2025 05:39:27 PM	28 Mar, 2025 05:43:29 PM	28 Mar, 2025 02:01:07 PM	0:02:43		Internal
621941832076			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Mar, 2025 05:39:27 PM	28 Mar, 2025 05:43:29 PM	28 Mar, 2025 02:01:07 PM	0:02:43		Internal
621941832076			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Mar, 2025 05:39:27 PM	28 Mar, 2025 05:43:29 PM	28 Mar, 2025 02:01:07 PM	0:02:43		Internal
621941832076			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Mar, 2025 05:39:27 PM	28 Mar, 2025 05:43:29 PM	28 Mar, 2025 02:01:07 PM	0:02:43		Internal
621941832076			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Mar, 2025 05:39:27 PM	28 Mar, 2025 05:43:29 PM	28 Mar, 2025 02:01:07 PM	0:02:43		Internal
621941832076			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Mar, 2025 05:39:27 PM	28 Mar, 2025 05:43:29 PM	28 Mar, 2025 02:01:07 PM	0:02:43		Internal
621941832076			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Mar, 2025 05:39:27 PM	28 Mar, 2025 05:43:29 PM	28 Mar, 2025 02:01:07 PM	0:02:43		Internal
621941832076			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Mar, 2025 05:39:27 PM	28 Mar, 2025 05:43:29 PM	28 Mar, 2025 02:01:07 PM	0:02:43		Internal
621941832076			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Mar, 2025 05:39:27 PM	28 Mar, 2025 05:43:29 PM	28 Mar, 2025 02:01:07 PM	0:02:43		Internal
621941832076			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Mar, 2025 05:39:27 PM	28 Mar, 2025 05:43:29 PM	28 Mar, 2025 02:01:07 PM	0:02:43		Internal
621941832076			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Mar, 2025 05:39:27 PM	28 Mar, 2025 05:43:29 PM	28 Mar, 2025 02:01:07 PM	0:02:43		Internal
621941832076			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Mar, 2025 05:39:27 PM	28 Mar, 2025 05:43:29 PM	28 Mar, 2025 02:01:07 PM	0:02:43		Internal
621941832076			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Mar, 2025 05:39:27 PM	28 Mar, 2025 05:43:29 PM	28 Mar, 2025 02:01:07 PM	0:02:43		Internal
621941832076			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Mar, 2025 05:39:27 PM	28 Mar, 2025 05:43:29 PM	28 Mar, 2025 02:01:07 PM	0:02:43		Internal
621941832076			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Mar, 2025 05:39:27 PM	28 Mar, 2025 05:43:29 PM	28 Mar, 2025 02:01:07 PM	0:02:43		Internal
621941832076			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		28 Mar, 2025 05:39:27 PM	28 Mar, 2025 05:43:29 PM	28 Mar, 2025 02:01:07 PM	0:02:43		Internal
621941832076			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Mar, 2025 05:39:27 PM	28 Mar, 2025 05:43:29 PM	28 Mar, 2025 02:01:07 PM	0:02:43		Internal
621941832076			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Mar, 2025 05:39:27 PM	28 Mar, 2025 05:43:29 PM	28 Mar, 2025 02:01:07 PM	0:02:43		Internal
621941832076			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Mar, 2025 05:39:27 PM	28 Mar, 2025 05:43:29 PM	28 Mar, 2025 02:01:07 PM	0:02:43		Internal
595161507175			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Feb, 2025 04:31:08 AM	28 Mar, 2025 06:33:48 PM	18 Feb, 2025 06:28:05 PM	0:06:31		Internal
595161507175			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Feb, 2025 04:31:08 AM	28 Mar, 2025 06:33:48 PM	18 Feb, 2025 06:28:05 PM	0:06:31		Internal
595161507175			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Feb, 2025 04:31:08 AM	28 Mar, 2025 06:33:48 PM	18 Feb, 2025 06:28:05 PM	0:06:31		Internal
595161507175			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Feb, 2025 04:31:08 AM	28 Mar, 2025 06:33:48 PM	18 Feb, 2025 06:28:05 PM	0:06:31		Internal
595161507175			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Feb, 2025 04:31:08 AM	28 Mar, 2025 06:33:48 PM	18 Feb, 2025 06:28:05 PM	0:06:31		Internal
595161507175			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Feb, 2025 04:31:08 AM	28 Mar, 2025 06:33:48 PM	18 Feb, 2025 06:28:05 PM	0:06:31		Internal
595161507175			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Feb, 2025 04:31:08 AM	28 Mar, 2025 06:33:48 PM	18 Feb, 2025 06:28:05 PM	0:06:31		Internal
595161507175			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Feb, 2025 04:31:08 AM	28 Mar, 2025 06:33:48 PM	18 Feb, 2025 06:28:05 PM	0:06:31		Internal
595161507175			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Feb, 2025 04:31:08 AM	28 Mar, 2025 06:33:48 PM	18 Feb, 2025 06:28:05 PM	0:06:31		Internal
595161507175			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Feb, 2025 04:31:08 AM	28 Mar, 2025 06:33:48 PM	18 Feb, 2025 06:28:05 PM	0:06:31		Internal
595161507175			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Feb, 2025 04:31:08 AM	28 Mar, 2025 06:33:48 PM	18 Feb, 2025 06:28:05 PM	0:06:31		Internal
595161507175			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Feb, 2025 04:31:08 AM	28 Mar, 2025 06:33:48 PM	18 Feb, 2025 06:28:05 PM	0:06:31		Internal
595161507175			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Feb, 2025 04:31:08 AM	28 Mar, 2025 06:33:48 PM	18 Feb, 2025 06:28:05 PM	0:06:31		Internal
595161507175			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Feb, 2025 04:31:08 AM	28 Mar, 2025 06:33:48 PM	18 Feb, 2025 06:28:05 PM	0:06:31		Internal
595161507175			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Feb, 2025 04:31:08 AM	28 Mar, 2025 06:33:48 PM	18 Feb, 2025 06:28:05 PM	0:06:31		Internal
595161507175			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Feb, 2025 04:31:08 AM	28 Mar, 2025 06:33:48 PM	18 Feb, 2025 06:28:05 PM	0:06:31		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
595161507175	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	[redacted]	19 Feb, 2025 04:31:08 AM	28 Mar, 2025 06:33:48 PM	18 Feb, 2025 06:28:05 PM	0:06:31		Internal
595161507175			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Feb, 2025 04:31:08 AM	28 Mar, 2025 06:33:48 PM	18 Feb, 2025 06:28:05 PM	0:06:31		Internal
595161507175			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Feb, 2025 04:31:08 AM	28 Mar, 2025 06:33:48 PM	18 Feb, 2025 06:28:05 PM	0:06:31		Internal
595161507175			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Feb, 2025 04:31:08 AM	28 Mar, 2025 06:33:48 PM	18 Feb, 2025 06:28:05 PM	0:06:31		Internal
595161507175			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Feb, 2025 04:31:08 AM	28 Mar, 2025 06:33:48 PM	18 Feb, 2025 06:28:05 PM	0:06:31		Internal
595161507175			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Feb, 2025 04:31:08 AM	28 Mar, 2025 06:33:48 PM	18 Feb, 2025 06:28:05 PM	0:06:31		Internal
595161507175			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		19 Feb, 2025 04:31:08 AM	28 Mar, 2025 06:33:48 PM	18 Feb, 2025 06:28:05 PM	0:06:31		Internal
595161507175			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Feb, 2025 04:31:08 AM	28 Mar, 2025 06:33:48 PM	18 Feb, 2025 06:28:05 PM	0:06:31		Internal
595161507175			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Feb, 2025 04:31:08 AM	28 Mar, 2025 06:33:48 PM	18 Feb, 2025 06:28:05 PM	0:06:31		Internal
595161507175			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Feb, 2025 04:31:08 AM	28 Mar, 2025 06:33:48 PM	18 Feb, 2025 06:28:05 PM	0:06:31		Internal
621941622475			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Mar, 2025 08:31:35 AM	28 Mar, 2025 06:52:43 PM	26 Mar, 2025 09:56:40 PM	0:03:08		Internal
621941622475			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Mar, 2025 08:31:35 AM	28 Mar, 2025 06:52:43 PM	26 Mar, 2025 09:56:40 PM	0:03:08		Internal
621941622475			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Mar, 2025 08:31:35 AM	28 Mar, 2025 06:52:43 PM	26 Mar, 2025 09:56:40 PM	0:03:08		Internal
621941622475			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Mar, 2025 08:31:35 AM	28 Mar, 2025 06:52:43 PM	26 Mar, 2025 09:56:40 PM	0:03:08		Internal
621941622475			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Mar, 2025 08:31:35 AM	28 Mar, 2025 06:52:43 PM	26 Mar, 2025 09:56:40 PM	0:03:08		Internal
621941622475			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Mar, 2025 08:31:35 AM	28 Mar, 2025 06:52:43 PM	26 Mar, 2025 09:56:40 PM	0:03:08		Internal
621941622475			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Mar, 2025 08:31:35 AM	28 Mar, 2025 06:52:43 PM	26 Mar, 2025 09:56:40 PM	0:03:08		Internal
621941622475			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Mar, 2025 08:31:35 AM	28 Mar, 2025 06:52:43 PM	26 Mar, 2025 09:56:40 PM	0:03:08		Internal
621941622475			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Mar, 2025 08:31:35 AM	28 Mar, 2025 06:52:43 PM	26 Mar, 2025 09:56:40 PM	0:03:08		Internal
621941622475			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Mar, 2025 08:31:35 AM	28 Mar, 2025 06:52:43 PM	26 Mar, 2025 09:56:40 PM	0:03:08		Internal
621941622475			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Mar, 2025 08:31:35 AM	28 Mar, 2025 06:52:43 PM	26 Mar, 2025 09:56:40 PM	0:03:08		Internal
621941622475			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Mar, 2025 08:31:35 AM	28 Mar, 2025 06:52:43 PM	26 Mar, 2025 09:56:40 PM	0:03:08		Internal
621941622475			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Mar, 2025 08:31:35 AM	28 Mar, 2025 06:52:43 PM	26 Mar, 2025 09:56:40 PM	0:03:08		Internal
621941622475			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Mar, 2025 08:31:35 AM	28 Mar, 2025 06:52:43 PM	26 Mar, 2025 09:56:40 PM	0:03:08		Internal
621941622475			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Mar, 2025 08:31:35 AM	28 Mar, 2025 06:52:43 PM	26 Mar, 2025 09:56:40 PM	0:03:08		Internal
621941622475			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Mar, 2025 08:31:35 AM	28 Mar, 2025 06:52:43 PM	26 Mar, 2025 09:56:40 PM	0:03:08		Internal
621941622475			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Mar, 2025 08:31:35 AM	28 Mar, 2025 06:52:43 PM	26 Mar, 2025 09:56:40 PM	0:03:08		Internal
621941622475			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Mar, 2025 08:31:35 AM	28 Mar, 2025 06:52:43 PM	26 Mar, 2025 09:56:40 PM	0:03:08		Internal
621941622475			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Mar, 2025 08:31:35 AM	28 Mar, 2025 06:52:43 PM	26 Mar, 2025 09:56:40 PM	0:03:08		Internal
621941622475			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Mar, 2025 08:31:35 AM	28 Mar, 2025 06:52:43 PM	26 Mar, 2025 09:56:40 PM	0:03:08		Internal
621941622475			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Mar, 2025 08:31:35 AM	28 Mar, 2025 06:52:43 PM	26 Mar, 2025 09:56:40 PM	0:03:08		Internal
621941622475			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Mar, 2025 08:31:35 AM	28 Mar, 2025 06:52:43 PM	26 Mar, 2025 09:56:40 PM	0:03:08		Internal
621941622475			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		27 Mar, 2025 08:31:35 AM	28 Mar, 2025 06:52:43 PM	26 Mar, 2025 09:56:40 PM	0:03:08		Internal
621941622475			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Mar, 2025 08:31:35 AM	28 Mar, 2025 06:52:43 PM	26 Mar, 2025 09:56:40 PM	0:03:08		Internal
621941622475			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Mar, 2025 08:31:35 AM	28 Mar, 2025 06:52:43 PM	26 Mar, 2025 09:56:40 PM	0:03:08		Internal
621941622475			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Mar, 2025 08:31:35 AM	28 Mar, 2025 06:52:43 PM	26 Mar, 2025 09:56:40 PM	0:03:08		Internal
621941844528			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Mar, 2025 06:50:07 PM	28 Mar, 2025 06:55:01 PM	28 Mar, 2025 02:44:52 PM	0:02:10		Internal
621941844528			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Mar, 2025 06:50:07 PM	28 Mar, 2025 06:55:01 PM	28 Mar, 2025 02:44:52 PM	0:02:10		Internal
621941844528			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Mar, 2025 06:50:07 PM	28 Mar, 2025 06:55:01 PM	28 Mar, 2025 02:44:52 PM	0:02:10		Internal
621941844528			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Mar, 2025 06:50:07 PM	28 Mar, 2025 06:55:01 PM	28 Mar, 2025 02:44:52 PM	0:02:10		Internal
621941844528			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Mar, 2025 06:50:07 PM	28 Mar, 2025 06:55:01 PM	28 Mar, 2025 02:44:52 PM	0:02:10		Internal
621941844528			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Mar, 2025 06:50:07 PM	28 Mar, 2025 06:55:01 PM	28 Mar, 2025 02:44:52 PM	0:02:10		Internal
621941844528			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Mar, 2025 06:50:07 PM	28 Mar, 2025 06:55:01 PM	28 Mar, 2025 02:44:52 PM	0:02:10		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621941844528	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	[redacted]	28 Mar, 2025 06:50:07 PM	28 Mar, 2025 06:55:01 PM	28 Mar, 2025 02:44:52 PM	0:02:10		Internal
621941844528			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Mar, 2025 06:50:07 PM	28 Mar, 2025 06:55:01 PM	28 Mar, 2025 02:44:52 PM	0:02:10		Internal
621941844528			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Mar, 2025 06:50:07 PM	28 Mar, 2025 06:55:01 PM	28 Mar, 2025 02:44:52 PM	0:02:10		Internal
621941844528			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Mar, 2025 06:50:07 PM	28 Mar, 2025 06:55:01 PM	28 Mar, 2025 02:44:52 PM	0:02:10		Internal
621941844528			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Mar, 2025 06:50:07 PM	28 Mar, 2025 06:55:01 PM	28 Mar, 2025 02:44:52 PM	0:02:10		Internal
621941844528			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Mar, 2025 06:50:07 PM	28 Mar, 2025 06:55:01 PM	28 Mar, 2025 02:44:52 PM	0:02:10		Internal
621941844528			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Mar, 2025 06:50:07 PM	28 Mar, 2025 06:55:01 PM	28 Mar, 2025 02:44:52 PM	0:02:10		Internal
621941844528			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Mar, 2025 06:50:07 PM	28 Mar, 2025 06:55:01 PM	28 Mar, 2025 02:44:52 PM	0:02:10		Internal
621941844528			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Mar, 2025 06:50:07 PM	28 Mar, 2025 06:55:01 PM	28 Mar, 2025 02:44:52 PM	0:02:10		Internal
621941844528			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Mar, 2025 06:50:07 PM	28 Mar, 2025 06:55:01 PM	28 Mar, 2025 02:44:52 PM	0:02:10		Internal
621941844528			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Mar, 2025 06:50:07 PM	28 Mar, 2025 06:55:01 PM	28 Mar, 2025 02:44:52 PM	0:02:10		Internal
621941844528			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Mar, 2025 06:50:07 PM	28 Mar, 2025 06:55:01 PM	28 Mar, 2025 02:44:52 PM	0:02:10		Internal
621941844528			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Mar, 2025 06:50:07 PM	28 Mar, 2025 06:55:01 PM	28 Mar, 2025 02:44:52 PM	0:02:10		Internal
621941844528			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Mar, 2025 06:50:07 PM	28 Mar, 2025 06:55:01 PM	28 Mar, 2025 02:44:52 PM	0:02:10		Internal
621941844528			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Mar, 2025 06:50:07 PM	28 Mar, 2025 06:55:01 PM	28 Mar, 2025 02:44:52 PM	0:02:10		Internal
621941844528			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		28 Mar, 2025 06:50:07 PM	28 Mar, 2025 06:55:01 PM	28 Mar, 2025 02:44:52 PM	0:02:10		Internal
621941844528			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Mar, 2025 06:50:07 PM	28 Mar, 2025 06:55:01 PM	28 Mar, 2025 02:44:52 PM	0:02:10		Internal
621941844528			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Mar, 2025 06:50:07 PM	28 Mar, 2025 06:55:01 PM	28 Mar, 2025 02:44:52 PM	0:02:10		Internal
621941844528			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Mar, 2025 06:50:07 PM	28 Mar, 2025 06:55:01 PM	28 Mar, 2025 02:44:52 PM	0:02:10		Internal
621941823062			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Mar, 2025 06:59:02 PM	28 Mar, 2025 07:02:44 PM	28 Mar, 2025 01:35:05 PM	0:02:37		Internal
621941823062			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Mar, 2025 06:59:02 PM	28 Mar, 2025 07:02:44 PM	28 Mar, 2025 01:35:05 PM	0:02:37		Internal
621941823062			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Mar, 2025 06:59:02 PM	28 Mar, 2025 07:02:44 PM	28 Mar, 2025 01:35:05 PM	0:02:37		Internal
621941823062			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Mar, 2025 06:59:02 PM	28 Mar, 2025 07:02:44 PM	28 Mar, 2025 01:35:05 PM	0:02:37		Internal
621941823062			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Mar, 2025 06:59:02 PM	28 Mar, 2025 07:02:44 PM	28 Mar, 2025 01:35:05 PM	0:02:37		Internal
621941823062			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Mar, 2025 06:59:02 PM	28 Mar, 2025 07:02:44 PM	28 Mar, 2025 01:35:05 PM	0:02:37		Internal
621941823062			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Mar, 2025 06:59:02 PM	28 Mar, 2025 07:02:44 PM	28 Mar, 2025 01:35:05 PM	0:02:37		Internal
621941823062			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Mar, 2025 06:59:02 PM	28 Mar, 2025 07:02:44 PM	28 Mar, 2025 01:35:05 PM	0:02:37		Internal
621941823062			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Mar, 2025 06:59:02 PM	28 Mar, 2025 07:02:44 PM	28 Mar, 2025 01:35:05 PM	0:02:37		Internal
621941823062			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Mar, 2025 06:59:02 PM	28 Mar, 2025 07:02:44 PM	28 Mar, 2025 01:35:05 PM	0:02:37		Internal
621941823062			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Mar, 2025 06:59:02 PM	28 Mar, 2025 07:02:44 PM	28 Mar, 2025 01:35:05 PM	0:02:37		Internal
621941823062			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Mar, 2025 06:59:02 PM	28 Mar, 2025 07:02:44 PM	28 Mar, 2025 01:35:05 PM	0:02:37		Internal
621941823062			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Mar, 2025 06:59:02 PM	28 Mar, 2025 07:02:44 PM	28 Mar, 2025 01:35:05 PM	0:02:37		Internal
621941823062			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Mar, 2025 06:59:02 PM	28 Mar, 2025 07:02:44 PM	28 Mar, 2025 01:35:05 PM	0:02:37		Internal
621941823062			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Mar, 2025 06:59:02 PM	28 Mar, 2025 07:02:44 PM	28 Mar, 2025 01:35:05 PM	0:02:37		Internal
621941823062			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Mar, 2025 06:59:02 PM	28 Mar, 2025 07:02:44 PM	28 Mar, 2025 01:35:05 PM	0:02:37		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621941823062	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	[redacted]	28 Mar, 2025 06:59:02 PM	28 Mar, 2025 07:02:44 PM	28 Mar, 2025 01:35:05 PM	0:02:37		Internal
621941823062			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Mar, 2025 06:59:02 PM	28 Mar, 2025 07:02:44 PM	28 Mar, 2025 01:35:05 PM	0:02:37		Internal
621941823062			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Mar, 2025 06:59:02 PM	28 Mar, 2025 07:02:44 PM	28 Mar, 2025 01:35:05 PM	0:02:37		Internal
621941823062			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Mar, 2025 06:59:02 PM	28 Mar, 2025 07:02:44 PM	28 Mar, 2025 01:35:05 PM	0:02:37		Internal
621941823062			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Mar, 2025 06:59:02 PM	28 Mar, 2025 07:02:44 PM	28 Mar, 2025 01:35:05 PM	0:02:37		Internal
621941823062			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Mar, 2025 06:59:02 PM	28 Mar, 2025 07:02:44 PM	28 Mar, 2025 01:35:05 PM	0:02:37		Internal
621941823062			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		28 Mar, 2025 06:59:02 PM	28 Mar, 2025 07:02:44 PM	28 Mar, 2025 01:35:05 PM	0:02:37		Internal
621941823062			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Mar, 2025 06:59:02 PM	28 Mar, 2025 07:02:44 PM	28 Mar, 2025 01:35:05 PM	0:02:37		Internal
621941823062			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Mar, 2025 06:59:02 PM	28 Mar, 2025 07:02:44 PM	28 Mar, 2025 01:35:05 PM	0:02:37		Internal
621941823062			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Mar, 2025 06:59:02 PM	28 Mar, 2025 07:02:44 PM	28 Mar, 2025 01:35:05 PM	0:02:37		Internal
621941872191			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Mar, 2025 07:08:25 PM	28 Mar, 2025 07:14:45 PM	28 Mar, 2025 04:19:44 PM	0:03:24		Internal
621941872191			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Mar, 2025 07:08:25 PM	28 Mar, 2025 07:14:45 PM	28 Mar, 2025 04:19:44 PM	0:03:24		Internal
621941872191			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Mar, 2025 07:08:25 PM	28 Mar, 2025 07:14:45 PM	28 Mar, 2025 04:19:44 PM	0:03:24		Internal
621941872191			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Mar, 2025 07:08:25 PM	28 Mar, 2025 07:14:45 PM	28 Mar, 2025 04:19:44 PM	0:03:24		Internal
621941872191			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Mar, 2025 07:08:25 PM	28 Mar, 2025 07:14:45 PM	28 Mar, 2025 04:19:44 PM	0:03:24		Internal
621941872191			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Mar, 2025 07:08:25 PM	28 Mar, 2025 07:14:45 PM	28 Mar, 2025 04:19:44 PM	0:03:24		Internal
621941872191			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Mar, 2025 07:08:25 PM	28 Mar, 2025 07:14:45 PM	28 Mar, 2025 04:19:44 PM	0:03:24		Internal
621941872191			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Mar, 2025 07:08:25 PM	28 Mar, 2025 07:14:45 PM	28 Mar, 2025 04:19:44 PM	0:03:24		Internal
621941872191			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Mar, 2025 07:08:25 PM	28 Mar, 2025 07:14:45 PM	28 Mar, 2025 04:19:44 PM	0:03:24		Internal
621941872191			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Mar, 2025 07:08:25 PM	28 Mar, 2025 07:14:45 PM	28 Mar, 2025 04:19:44 PM	0:03:24		Internal
621941872191			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Mar, 2025 07:08:25 PM	28 Mar, 2025 07:14:45 PM	28 Mar, 2025 04:19:44 PM	0:03:24		Internal
621941872191			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Mar, 2025 07:08:25 PM	28 Mar, 2025 07:14:45 PM	28 Mar, 2025 04:19:44 PM	0:03:24		Internal
621941872191			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Mar, 2025 07:08:25 PM	28 Mar, 2025 07:14:45 PM	28 Mar, 2025 04:19:44 PM	0:03:24		Internal
621941872191			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Mar, 2025 07:08:25 PM	28 Mar, 2025 07:14:45 PM	28 Mar, 2025 04:19:44 PM	0:03:24		Internal
621941872191			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Mar, 2025 07:08:25 PM	28 Mar, 2025 07:14:45 PM	28 Mar, 2025 04:19:44 PM	0:03:24		Internal
621941872191			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Mar, 2025 07:08:25 PM	28 Mar, 2025 07:14:45 PM	28 Mar, 2025 04:19:44 PM	0:03:24		Internal
621941872191			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Mar, 2025 07:08:25 PM	28 Mar, 2025 07:14:45 PM	28 Mar, 2025 04:19:44 PM	0:03:24		Internal
621941872191			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Mar, 2025 07:08:25 PM	28 Mar, 2025 07:14:45 PM	28 Mar, 2025 04:19:44 PM	0:03:24		Internal
621941872191			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Mar, 2025 07:08:25 PM	28 Mar, 2025 07:14:45 PM	28 Mar, 2025 04:19:44 PM	0:03:24		Internal
621941872191			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Mar, 2025 07:08:25 PM	28 Mar, 2025 07:14:45 PM	28 Mar, 2025 04:19:44 PM	0:03:24		Internal
621941872191			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Mar, 2025 07:08:25 PM	28 Mar, 2025 07:14:45 PM	28 Mar, 2025 04:19:44 PM	0:03:24		Internal
621941872191			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Mar, 2025 07:08:25 PM	28 Mar, 2025 07:14:45 PM	28 Mar, 2025 04:19:44 PM	0:03:24		Internal
621941872191			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		28 Mar, 2025 07:08:25 PM	28 Mar, 2025 07:14:45 PM	28 Mar, 2025 04:19:44 PM	0:03:24		Internal
621941872191			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Mar, 2025 07:08:25 PM	28 Mar, 2025 07:14:45 PM	28 Mar, 2025 04:19:44 PM	0:03:24		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621941872191	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	[redacted]	28 Mar, 2025 07:08:25 PM	28 Mar, 2025 07:14:45 PM	28 Mar, 2025 04:19:44 PM	0:03:24		Internal
621941872191			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Mar, 2025 07:08:25 PM	28 Mar, 2025 07:14:45 PM	28 Mar, 2025 04:19:44 PM	0:03:24		Internal
597057607909			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Mar, 2025 01:31:14 PM	28 Mar, 2025 07:17:06 PM	11 Mar, 2025 07:59:11 PM	0:03:15		Internal
597057607909			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Mar, 2025 01:31:14 PM	28 Mar, 2025 07:17:06 PM	11 Mar, 2025 07:59:11 PM	0:03:15		Internal
597057607909			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Mar, 2025 01:31:14 PM	28 Mar, 2025 07:17:06 PM	11 Mar, 2025 07:59:11 PM	0:03:15		Internal
597057607909			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Mar, 2025 01:31:14 PM	28 Mar, 2025 07:17:06 PM	11 Mar, 2025 07:59:11 PM	0:03:15		Internal
597057607909			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Mar, 2025 01:31:14 PM	28 Mar, 2025 07:17:06 PM	11 Mar, 2025 07:59:11 PM	0:03:15		Internal
597057607909			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Mar, 2025 01:31:14 PM	28 Mar, 2025 07:17:06 PM	11 Mar, 2025 07:59:11 PM	0:03:15		Internal
597057607909			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Mar, 2025 01:31:14 PM	28 Mar, 2025 07:17:06 PM	11 Mar, 2025 07:59:11 PM	0:03:15		Internal
597057607909			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Mar, 2025 01:31:14 PM	28 Mar, 2025 07:17:06 PM	11 Mar, 2025 07:59:11 PM	0:03:15		Internal
597057607909			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Mar, 2025 01:31:14 PM	28 Mar, 2025 07:17:06 PM	11 Mar, 2025 07:59:11 PM	0:03:15		Internal
597057607909			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Mar, 2025 01:31:14 PM	28 Mar, 2025 07:17:06 PM	11 Mar, 2025 07:59:11 PM	0:03:15		Internal
597057607909			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Mar, 2025 01:31:14 PM	28 Mar, 2025 07:17:06 PM	11 Mar, 2025 07:59:11 PM	0:03:15		Internal
597057607909			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Mar, 2025 01:31:14 PM	28 Mar, 2025 07:17:06 PM	11 Mar, 2025 07:59:11 PM	0:03:15		Internal
597057607909			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Mar, 2025 01:31:14 PM	28 Mar, 2025 07:17:06 PM	11 Mar, 2025 07:59:11 PM	0:03:15		Internal
597057607909			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Mar, 2025 01:31:14 PM	28 Mar, 2025 07:17:06 PM	11 Mar, 2025 07:59:11 PM	0:03:15		Internal
597057607909			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Mar, 2025 01:31:14 PM	28 Mar, 2025 07:17:06 PM	11 Mar, 2025 07:59:11 PM	0:03:15		Internal
597057607909			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Mar, 2025 01:31:14 PM	28 Mar, 2025 07:17:06 PM	11 Mar, 2025 07:59:11 PM	0:03:15		Internal
597057607909			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Mar, 2025 01:31:14 PM	28 Mar, 2025 07:17:06 PM	11 Mar, 2025 07:59:11 PM	0:03:15		Internal
597057607909			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Mar, 2025 01:31:14 PM	28 Mar, 2025 07:17:06 PM	11 Mar, 2025 07:59:11 PM	0:03:15		Internal
597057607909			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Mar, 2025 01:31:14 PM	28 Mar, 2025 07:17:06 PM	11 Mar, 2025 07:59:11 PM	0:03:15		Internal
597057607909			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Mar, 2025 01:31:14 PM	28 Mar, 2025 07:17:06 PM	11 Mar, 2025 07:59:11 PM	0:03:15		Internal
597057607909			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Mar, 2025 01:31:14 PM	28 Mar, 2025 07:17:06 PM	11 Mar, 2025 07:59:11 PM	0:03:15		Internal
597057607909			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Mar, 2025 01:31:14 PM	28 Mar, 2025 07:17:06 PM	11 Mar, 2025 07:59:11 PM	0:03:15		Internal
597057607909			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		12 Mar, 2025 01:31:14 PM	28 Mar, 2025 07:17:06 PM	11 Mar, 2025 07:59:11 PM	0:03:15		Internal
597057607909			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Mar, 2025 01:31:14 PM	28 Mar, 2025 07:17:06 PM	11 Mar, 2025 07:59:11 PM	0:03:15		Internal
597057607909			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Mar, 2025 01:31:14 PM	28 Mar, 2025 07:17:06 PM	11 Mar, 2025 07:59:11 PM	0:03:15		Internal
597057607909			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Mar, 2025 01:31:14 PM	28 Mar, 2025 07:17:06 PM	11 Mar, 2025 07:59:11 PM	0:03:15		Internal
621941687466			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Mar, 2025 07:21:23 PM	28 Mar, 2025 07:25:59 PM	27 Mar, 2025 03:22:43 PM	0:02:07		Internal
621941687466			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Mar, 2025 07:21:23 PM	28 Mar, 2025 07:25:59 PM	27 Mar, 2025 03:22:43 PM	0:02:07		Internal
621941687466			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Mar, 2025 07:21:23 PM	28 Mar, 2025 07:25:59 PM	27 Mar, 2025 03:22:43 PM	0:02:07		Internal
621941687466			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Mar, 2025 07:21:23 PM	28 Mar, 2025 07:25:59 PM	27 Mar, 2025 03:22:43 PM	0:02:07		Internal
621941687466			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Mar, 2025 07:21:23 PM	28 Mar, 2025 07:25:59 PM	27 Mar, 2025 03:22:43 PM	0:02:07		Internal
621941687466			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Mar, 2025 07:21:23 PM	28 Mar, 2025 07:25:59 PM	27 Mar, 2025 03:22:43 PM	0:02:07		Internal
621941687466			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Mar, 2025 07:21:23 PM	28 Mar, 2025 07:25:59 PM	27 Mar, 2025 03:22:43 PM	0:02:07		Internal
621941687466			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Mar, 2025 07:21:23 PM	28 Mar, 2025 07:25:59 PM	27 Mar, 2025 03:22:43 PM	0:02:07		Internal
621941687466			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Mar, 2025 07:21:23 PM	28 Mar, 2025 07:25:59 PM	27 Mar, 2025 03:22:43 PM	0:02:07		Internal
621941687466			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Mar, 2025 07:21:23 PM	28 Mar, 2025 07:25:59 PM	27 Mar, 2025 03:22:43 PM	0:02:07		Internal
621941687466			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Mar, 2025 07:21:23 PM	28 Mar, 2025 07:25:59 PM	27 Mar, 2025 03:22:43 PM	0:02:07		Internal
621941687466			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Mar, 2025 07:21:23 PM	28 Mar, 2025 07:25:59 PM	27 Mar, 2025 03:22:43 PM	0:02:07		Internal
621941687466			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Mar, 2025 07:21:23 PM	28 Mar, 2025 07:25:59 PM	27 Mar, 2025 03:22:43 PM	0:02:07		Internal
621941687466			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Mar, 2025 07:21:23 PM	28 Mar, 2025 07:25:59 PM	27 Mar, 2025 03:22:43 PM	0:02:07		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621941687466	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	28 Mar, 2025 07:21:23 PM	28 Mar, 2025 07:25:59 PM	27 Mar, 2025 03:22:43 PM	0:02:07		Internal
621941687466			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Mar, 2025 07:21:23 PM	28 Mar, 2025 07:25:59 PM	27 Mar, 2025 03:22:43 PM	0:02:07		Internal
621941687466			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Mar, 2025 07:21:23 PM	28 Mar, 2025 07:25:59 PM	27 Mar, 2025 03:22:43 PM	0:02:07		Internal
621941687466			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Mar, 2025 07:21:23 PM	28 Mar, 2025 07:25:59 PM	27 Mar, 2025 03:22:43 PM	0:02:07		Internal
621941687466			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Mar, 2025 07:21:23 PM	28 Mar, 2025 07:25:59 PM	27 Mar, 2025 03:22:43 PM	0:02:07		Internal
621941687466			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Mar, 2025 07:21:23 PM	28 Mar, 2025 07:25:59 PM	27 Mar, 2025 03:22:43 PM	0:02:07		Internal
621941687466			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Mar, 2025 07:21:23 PM	28 Mar, 2025 07:25:59 PM	27 Mar, 2025 03:22:43 PM	0:02:07		Internal
621941687466			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Mar, 2025 07:21:23 PM	28 Mar, 2025 07:25:59 PM	27 Mar, 2025 03:22:43 PM	0:02:07		Internal
621941687466			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		28 Mar, 2025 07:21:23 PM	28 Mar, 2025 07:25:59 PM	27 Mar, 2025 03:22:43 PM	0:02:07		Internal
621941687466			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Mar, 2025 07:21:23 PM	28 Mar, 2025 07:25:59 PM	27 Mar, 2025 03:22:43 PM	0:02:07		Internal
621941687466			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Mar, 2025 07:21:23 PM	28 Mar, 2025 07:25:59 PM	27 Mar, 2025 03:22:43 PM	0:02:07		Internal
621941687466			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Mar, 2025 07:21:23 PM	28 Mar, 2025 07:25:59 PM	27 Mar, 2025 03:22:43 PM	0:02:07		Internal
597058452065			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Mar, 2025 06:01:37 AM	28 Mar, 2025 07:37:59 PM	18 Mar, 2025 05:01:36 PM	0:08:47		Internal
597058452065			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Mar, 2025 06:01:37 AM	28 Mar, 2025 07:37:59 PM	18 Mar, 2025 05:01:36 PM	0:08:47		Internal
597058452065			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Mar, 2025 06:01:37 AM	28 Mar, 2025 07:37:59 PM	18 Mar, 2025 05:01:36 PM	0:08:47		Internal
597058452065			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Mar, 2025 06:01:37 AM	28 Mar, 2025 07:37:59 PM	18 Mar, 2025 05:01:36 PM	0:08:47		Internal
597058452065			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Mar, 2025 06:01:37 AM	28 Mar, 2025 07:37:59 PM	18 Mar, 2025 05:01:36 PM	0:08:47		Internal
597058452065			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Mar, 2025 06:01:37 AM	28 Mar, 2025 07:37:59 PM	18 Mar, 2025 05:01:36 PM	0:08:47		Internal
597058452065			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Mar, 2025 06:01:37 AM	28 Mar, 2025 07:37:59 PM	18 Mar, 2025 05:01:36 PM	0:08:47		Internal
597058452065			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Mar, 2025 06:01:37 AM	28 Mar, 2025 07:37:59 PM	18 Mar, 2025 05:01:36 PM	0:08:47		Internal
597058452065			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Mar, 2025 06:01:37 AM	28 Mar, 2025 07:37:59 PM	18 Mar, 2025 05:01:36 PM	0:08:47		Internal
597058452065			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Mar, 2025 06:01:37 AM	28 Mar, 2025 07:37:59 PM	18 Mar, 2025 05:01:36 PM	0:08:47		Internal
597058452065			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Mar, 2025 06:01:37 AM	28 Mar, 2025 07:37:59 PM	18 Mar, 2025 05:01:36 PM	0:08:47		Internal
597058452065			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Mar, 2025 06:01:37 AM	28 Mar, 2025 07:37:59 PM	18 Mar, 2025 05:01:36 PM	0:08:47		Internal
597058452065			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Mar, 2025 06:01:37 AM	28 Mar, 2025 07:37:59 PM	18 Mar, 2025 05:01:36 PM	0:08:47		Internal
597058452065			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Mar, 2025 06:01:37 AM	28 Mar, 2025 07:37:59 PM	18 Mar, 2025 05:01:36 PM	0:08:47		Internal
597058452065			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Mar, 2025 06:01:37 AM	28 Mar, 2025 07:37:59 PM	18 Mar, 2025 05:01:36 PM	0:08:47		Internal
597058452065			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Mar, 2025 06:01:37 AM	28 Mar, 2025 07:37:59 PM	18 Mar, 2025 05:01:36 PM	0:08:47		Internal
597058452065			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Mar, 2025 06:01:37 AM	28 Mar, 2025 07:37:59 PM	18 Mar, 2025 05:01:36 PM	0:08:47		Internal
597058452065			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Mar, 2025 06:01:37 AM	28 Mar, 2025 07:37:59 PM	18 Mar, 2025 05:01:36 PM	0:08:47		Internal
597058452065			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Mar, 2025 06:01:37 AM	28 Mar, 2025 07:37:59 PM	18 Mar, 2025 05:01:36 PM	0:08:47		Internal
597058452065			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Mar, 2025 06:01:37 AM	28 Mar, 2025 07:37:59 PM	18 Mar, 2025 05:01:36 PM	0:08:47		Internal
597058452065			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Mar, 2025 06:01:37 AM	28 Mar, 2025 07:37:59 PM	18 Mar, 2025 05:01:36 PM	0:08:47		Internal
597058452065			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Mar, 2025 06:01:37 AM	28 Mar, 2025 07:37:59 PM	18 Mar, 2025 05:01:36 PM	0:08:47		Internal
597058452065			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		19 Mar, 2025 06:01:37 AM	28 Mar, 2025 07:37:59 PM	18 Mar, 2025 05:01:36 PM	0:08:47		Internal
597058452065			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Mar, 2025 06:01:37 AM	28 Mar, 2025 07:37:59 PM	18 Mar, 2025 05:01:36 PM	0:08:47		Internal
597058452065			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Mar, 2025 06:01:37 AM	28 Mar, 2025 07:37:59 PM	18 Mar, 2025 05:01:36 PM	0:08:47		Internal
597058452065			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Mar, 2025 06:01:37 AM	28 Mar, 2025 07:37:59 PM	18 Mar, 2025 05:01:36 PM	0:08:47		Internal
596115628669			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Mar, 2025 03:00:21 PM	28 Mar, 2025 08:11:36 PM	05 Mar, 2025 02:25:47 PM	0:05:53		Internal
596115628669			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Mar, 2025 03:00:21 PM	28 Mar, 2025 08:11:36 PM	05 Mar, 2025 02:25:47 PM	0:05:53		Internal
596115628669			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Mar, 2025 03:00:21 PM	28 Mar, 2025 08:11:36 PM	05 Mar, 2025 02:25:47 PM	0:05:53		Internal
596115628669			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Mar, 2025 03:00:21 PM	28 Mar, 2025 08:11:36 PM	05 Mar, 2025 02:25:47 PM	0:05:53		Internal
596115628669			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Mar, 2025 03:00:21 PM	28 Mar, 2025 08:11:36 PM	05 Mar, 2025 02:25:47 PM	0:05:53		Internal
596115628669			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 Mar, 2025 03:00:21 PM	28 Mar, 2025 08:11:36 PM	05 Mar, 2025 02:25:47 PM	0:05:53		Internal
596115628669			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 Mar, 2025 03:00:21 PM	28 Mar, 2025 08:11:36 PM	05 Mar, 2025 02:25:47 PM	0:05:53		Internal
596115628669			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Mar, 2025 03:00:21 PM	28 Mar, 2025 08:11:36 PM	05 Mar, 2025 02:25:47 PM	0:05:53		Internal
596115628669			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Mar, 2025 03:00:21 PM	28 Mar, 2025 08:11:36 PM	05 Mar, 2025 02:25:47 PM	0:05:53		Internal
596115628669			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 Mar, 2025 03:00:21 PM	28 Mar, 2025 08:11:36 PM	05 Mar, 2025 02:25:47 PM	0:05:53		Internal
596115628669			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 Mar, 2025 03:00:21 PM	28 Mar, 2025 08:11:36 PM	05 Mar, 2025 02:25:47 PM	0:05:53		Internal
596115628669			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Mar, 2025 03:00:21 PM	28 Mar, 2025 08:11:36 PM	05 Mar, 2025 02:25:47 PM	0:05:53		Internal
596115628669			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Mar, 2025 03:00:21 PM	28 Mar, 2025 08:11:36 PM	05 Mar, 2025 02:25:47 PM	0:05:53		Internal
596115628669			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 Mar, 2025 03:00:21 PM	28 Mar, 2025 08:11:36 PM	05 Mar, 2025 02:25:47 PM	0:05:53		Internal
596115628669			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 Mar, 2025 03:00:21 PM	28 Mar, 2025 08:11:36 PM	05 Mar, 2025 02:25:47 PM	0:05:53		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596115628669			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Mar, 2025 03:00:21 PM	28 Mar, 2025 08:11:36 PM	05 Mar, 2025 02:25:47 PM	0:05:53		Internal
596115628669			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Mar, 2025 03:00:21 PM	28 Mar, 2025 08:11:36 PM	05 Mar, 2025 02:25:47 PM	0:05:53		Internal
596115628669			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 Mar, 2025 03:00:21 PM	28 Mar, 2025 08:11:36 PM	05 Mar, 2025 02:25:47 PM	0:05:53		Internal
596115628669			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Mar, 2025 03:00:21 PM	28 Mar, 2025 08:11:36 PM	05 Mar, 2025 02:25:47 PM	0:05:53		Internal
596115628669			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Mar, 2025 03:00:21 PM	28 Mar, 2025 08:11:36 PM	05 Mar, 2025 02:25:47 PM	0:05:53		Internal
596115628669			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Mar, 2025 03:00:21 PM	28 Mar, 2025 08:11:36 PM	05 Mar, 2025 02:25:47 PM	0:05:53		Internal
596115628669			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Mar, 2025 03:00:21 PM	28 Mar, 2025 08:11:36 PM	05 Mar, 2025 02:25:47 PM	0:05:53		Internal
596115628669			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		05 Mar, 2025 03:00:21 PM	28 Mar, 2025 08:11:36 PM	05 Mar, 2025 02:25:47 PM	0:05:53		Internal
596115628669			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Mar, 2025 03:00:21 PM	28 Mar, 2025 08:11:36 PM	05 Mar, 2025 02:25:47 PM	0:05:53		Internal
596115628669			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Mar, 2025 03:00:21 PM	28 Mar, 2025 08:11:36 PM	05 Mar, 2025 02:25:47 PM	0:05:53		Internal
596115628669			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Mar, 2025 03:00:21 PM	28 Mar, 2025 08:11:36 PM	05 Mar, 2025 02:25:47 PM	0:05:53		Internal
597059105134			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Mar, 2025 02:32:20 PM	28 Mar, 2025 08:58:10 PM	24 Mar, 2025 01:12:00 PM	0:05:09		Internal
597059105134			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Mar, 2025 02:32:20 PM	28 Mar, 2025 08:58:10 PM	24 Mar, 2025 01:12:00 PM	0:05:09		Internal
597059105134			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Mar, 2025 02:32:20 PM	28 Mar, 2025 08:58:10 PM	24 Mar, 2025 01:12:00 PM	0:05:09		Internal
597059105134			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Mar, 2025 02:32:20 PM	28 Mar, 2025 08:58:10 PM	24 Mar, 2025 01:12:00 PM	0:05:09		Internal
597059105134			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Mar, 2025 02:32:20 PM	28 Mar, 2025 08:58:10 PM	24 Mar, 2025 01:12:00 PM	0:05:09		Internal
597059105134			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Mar, 2025 02:32:20 PM	28 Mar, 2025 08:58:10 PM	24 Mar, 2025 01:12:00 PM	0:05:09		Internal
597059105134			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Mar, 2025 02:32:20 PM	28 Mar, 2025 08:58:10 PM	24 Mar, 2025 01:12:00 PM	0:05:09		Internal
597059105134			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Mar, 2025 02:32:20 PM	28 Mar, 2025 08:58:10 PM	24 Mar, 2025 01:12:00 PM	0:05:09		Internal
597059105134			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Mar, 2025 02:32:20 PM	28 Mar, 2025 08:58:10 PM	24 Mar, 2025 01:12:00 PM	0:05:09		Internal
597059105134			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Mar, 2025 02:32:20 PM	28 Mar, 2025 08:58:10 PM	24 Mar, 2025 01:12:00 PM	0:05:09		Internal
597059105134			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Mar, 2025 02:32:20 PM	28 Mar, 2025 08:58:10 PM	24 Mar, 2025 01:12:00 PM	0:05:09		Internal
597059105134			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Mar, 2025 02:32:20 PM	28 Mar, 2025 08:58:10 PM	24 Mar, 2025 01:12:00 PM	0:05:09		Internal
597059105134			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Mar, 2025 02:32:20 PM	28 Mar, 2025 08:58:10 PM	24 Mar, 2025 01:12:00 PM	0:05:09		Internal
597059105134			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Mar, 2025 02:32:20 PM	28 Mar, 2025 08:58:10 PM	24 Mar, 2025 01:12:00 PM	0:05:09		Internal
597059105134			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Mar, 2025 02:32:20 PM	28 Mar, 2025 08:58:10 PM	24 Mar, 2025 01:12:00 PM	0:05:09		Internal
597059105134			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Mar, 2025 02:32:20 PM	28 Mar, 2025 08:58:10 PM	24 Mar, 2025 01:12:00 PM	0:05:09		Internal
597059105134			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Mar, 2025 02:32:20 PM	28 Mar, 2025 08:58:10 PM	24 Mar, 2025 01:12:00 PM	0:05:09		Internal
597059105134			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Mar, 2025 02:32:20 PM	28 Mar, 2025 08:58:10 PM	24 Mar, 2025 01:12:00 PM	0:05:09		Internal
597059105134			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Mar, 2025 02:32:20 PM	28 Mar, 2025 08:58:10 PM	24 Mar, 2025 01:12:00 PM	0:05:09		Internal
597059105134			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Mar, 2025 02:32:20 PM	28 Mar, 2025 08:58:10 PM	24 Mar, 2025 01:12:00 PM	0:05:09		Internal
597059105134			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Mar, 2025 02:32:20 PM	28 Mar, 2025 08:58:10 PM	24 Mar, 2025 01:12:00 PM	0:05:09		Internal
597059105134			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Mar, 2025 02:32:20 PM	28 Mar, 2025 08:58:10 PM	24 Mar, 2025 01:12:00 PM	0:05:09		Internal
597059105134			CTE_Bus_Solar		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		24 Mar, 2025 02:32:20 PM	28 Mar, 2025 08:58:10 PM	24 Mar, 2025 01:12:00 PM	0:05:09		Internal
597059105134			CTE_Bus_Solar		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Mar, 2025 02:32:20 PM	28 Mar, 2025 08:58:10 PM	24 Mar, 2025 01:12:00 PM	0:05:09		Internal
597059105134			CTE_Bus_Solar		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Mar, 2025 02:32:20 PM	28 Mar, 2025 08:58:10 PM	24 Mar, 2025 01:12:00 PM	0:05:09		Internal
597059105134			CTE_Bus_Solar		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Mar, 2025 02:32:20 PM	28 Mar, 2025 08:58:10 PM	24 Mar, 2025 01:12:00 PM	0:05:09		Internal
596115179715			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Mar, 2025 12:00:30 PM	29 Mar, 2025 01:01:03 AM	03 Mar, 2025 11:38:47 AM	0:03:46		Internal
596115179715			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Mar, 2025 12:00:30 PM	29 Mar, 2025 01:01:03 AM	03 Mar, 2025 11:38:47 AM	0:03:46		Internal
596115179715			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Mar, 2025 12:00:30 PM	29 Mar, 2025 01:01:03 AM	03 Mar, 2025 11:38:47 AM	0:03:46		Internal
596115179715			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Mar, 2025 12:00:30 PM	29 Mar, 2025 01:01:03 AM	03 Mar, 2025 11:38:47 AM	0:03:46		Internal
596115179715			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Mar, 2025 12:00:30 PM	29 Mar, 2025 01:01:03 AM	03 Mar, 2025 11:38:47 AM	0:03:46		Internal
596115179715			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Mar, 2025 12:00:30 PM	29 Mar, 2025 01:01:03 AM	03 Mar, 2025 11:38:47 AM	0:03:46		Internal
596115179715			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Mar, 2025 12:00:30 PM	29 Mar, 2025 01:01:03 AM	03 Mar, 2025 11:38:47 AM	0:03:46		Internal
596115179715			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Mar, 2025 12:00:30 PM	29 Mar, 2025 01:01:03 AM	03 Mar, 2025 11:38:47 AM	0:03:46		Internal
596115179715			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Mar, 2025 12:00:30 PM	29 Mar, 2025 01:01:03 AM	03 Mar, 2025 11:38:47 AM	0:03:46		Internal
596115179715			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Mar, 2025 12:00:30 PM	29 Mar, 2025 01:01:03 AM	03 Mar, 2025 11:38:47 AM	0:03:46		Internal
596115179715			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Mar, 2025 12:00:30 PM	29 Mar, 2025 01:01:03 AM	03 Mar, 2025 11:38:47 AM	0:03:46		Internal
596115179715			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Mar, 2025 12:00:30 PM	29 Mar, 2025 01:01:03 AM	03 Mar, 2025 11:38:47 AM	0:03:46		Internal
596115179715			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Mar, 2025 12:00:30 PM	29 Mar, 2025 01:01:03 AM	03 Mar, 2025 11:38:47 AM	0:03:46		Internal
596115179715			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Mar, 2025 12:00:30 PM	29 Mar, 2025 01:01:03 AM	03 Mar, 2025 11:38:47 AM	0:03:46		Internal
596115179715			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Mar, 2025 12:00:30 PM	29 Mar, 2025 01:01:03 AM	03 Mar, 2025 11:38:47 AM	0:03:46		Internal
596115179715			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Mar, 2025 12:00:30 PM	29 Mar, 2025 01:01:03 AM	03 Mar, 2025 11:38:47 AM	0:03:46		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596115179715			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Mar, 2025 12:00:30 PM	29 Mar, 2025 01:01:03 AM	03 Mar, 2025 11:38:47 AM	0:03:46		Internal
596115179715			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Mar, 2025 12:00:30 PM	29 Mar, 2025 01:01:03 AM	03 Mar, 2025 11:38:47 AM	0:03:46		Internal
596115179715			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Mar, 2025 12:00:30 PM	29 Mar, 2025 01:01:03 AM	03 Mar, 2025 11:38:47 AM	0:03:46		Internal
596115179715			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Mar, 2025 12:00:30 PM	29 Mar, 2025 01:01:03 AM	03 Mar, 2025 11:38:47 AM	0:03:46		Internal
596115179715			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Mar, 2025 12:00:30 PM	29 Mar, 2025 01:01:03 AM	03 Mar, 2025 11:38:47 AM	0:03:46		Internal
596115179715			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Mar, 2025 12:00:30 PM	29 Mar, 2025 01:01:03 AM	03 Mar, 2025 11:38:47 AM	0:03:46		Internal
596115179715			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Mar, 2025 12:00:30 PM	29 Mar, 2025 01:01:03 AM	03 Mar, 2025 11:38:47 AM	0:03:46		Internal
596115179715			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Mar, 2025 12:00:30 PM	29 Mar, 2025 01:01:03 AM	03 Mar, 2025 11:38:47 AM	0:03:46		Internal
596115179715			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Mar, 2025 12:00:30 PM	29 Mar, 2025 01:01:03 AM	03 Mar, 2025 11:38:47 AM	0:03:46		Internal
596115179715			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Mar, 2025 12:00:30 PM	29 Mar, 2025 01:01:03 AM	03 Mar, 2025 11:38:47 AM	0:03:46		Internal
597059184464			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Mar, 2025 02:31:59 AM	29 Mar, 2025 01:05:46 AM	24 Mar, 2025 05:33:57 PM	0:02:25		Internal
597059184464			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Mar, 2025 02:31:59 AM	29 Mar, 2025 01:05:46 AM	24 Mar, 2025 05:33:57 PM	0:02:25		Internal
597059184464			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Mar, 2025 02:31:59 AM	29 Mar, 2025 01:05:46 AM	24 Mar, 2025 05:33:57 PM	0:02:25		Internal
597059184464			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Mar, 2025 02:31:59 AM	29 Mar, 2025 01:05:46 AM	24 Mar, 2025 05:33:57 PM	0:02:25		Internal
597059184464			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Mar, 2025 02:31:59 AM	29 Mar, 2025 01:05:46 AM	24 Mar, 2025 05:33:57 PM	0:02:25		Internal
597059184464			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Mar, 2025 02:31:59 AM	29 Mar, 2025 01:05:46 AM	24 Mar, 2025 05:33:57 PM	0:02:25		Internal
597059184464			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Mar, 2025 02:31:59 AM	29 Mar, 2025 01:05:46 AM	24 Mar, 2025 05:33:57 PM	0:02:25		Internal
597059184464			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Mar, 2025 02:31:59 AM	29 Mar, 2025 01:05:46 AM	24 Mar, 2025 05:33:57 PM	0:02:25		Internal
597059184464			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Mar, 2025 02:31:59 AM	29 Mar, 2025 01:05:46 AM	24 Mar, 2025 05:33:57 PM	0:02:25		Internal
597059184464			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Mar, 2025 02:31:59 AM	29 Mar, 2025 01:05:46 AM	24 Mar, 2025 05:33:57 PM	0:02:25		Internal
597059184464			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Mar, 2025 02:31:59 AM	29 Mar, 2025 01:05:46 AM	24 Mar, 2025 05:33:57 PM	0:02:25		Internal
597059184464			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Mar, 2025 02:31:59 AM	29 Mar, 2025 01:05:46 AM	24 Mar, 2025 05:33:57 PM	0:02:25		Internal
597059184464			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Mar, 2025 02:31:59 AM	29 Mar, 2025 01:05:46 AM	24 Mar, 2025 05:33:57 PM	0:02:25		Internal
597059184464			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Mar, 2025 02:31:59 AM	29 Mar, 2025 01:05:46 AM	24 Mar, 2025 05:33:57 PM	0:02:25		Internal
597059184464			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Mar, 2025 02:31:59 AM	29 Mar, 2025 01:05:46 AM	24 Mar, 2025 05:33:57 PM	0:02:25		Internal
597059184464			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Mar, 2025 02:31:59 AM	29 Mar, 2025 01:05:46 AM	24 Mar, 2025 05:33:57 PM	0:02:25		Internal
597059184464			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Mar, 2025 02:31:59 AM	29 Mar, 2025 01:05:46 AM	24 Mar, 2025 05:33:57 PM	0:02:25		Internal
597059184464			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Mar, 2025 02:31:59 AM	29 Mar, 2025 01:05:46 AM	24 Mar, 2025 05:33:57 PM	0:02:25		Internal
597059184464			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Mar, 2025 02:31:59 AM	29 Mar, 2025 01:05:46 AM	24 Mar, 2025 05:33:57 PM	0:02:25		Internal
597059184464			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Mar, 2025 02:31:59 AM	29 Mar, 2025 01:05:46 AM	24 Mar, 2025 05:33:57 PM	0:02:25		Internal
597059184464			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Mar, 2025 02:31:59 AM	29 Mar, 2025 01:05:46 AM	24 Mar, 2025 05:33:57 PM	0:02:25		Internal
597059184464			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Mar, 2025 02:31:59 AM	29 Mar, 2025 01:05:46 AM	24 Mar, 2025 05:33:57 PM	0:02:25		Internal
597059184464			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		26 Mar, 2025 02:31:59 AM	29 Mar, 2025 01:05:46 AM	24 Mar, 2025 05:33:57 PM	0:02:25		Internal
597059184464			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Mar, 2025 02:31:59 AM	29 Mar, 2025 01:05:46 AM	24 Mar, 2025 05:33:57 PM	0:02:25		Internal
597059184464			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Mar, 2025 02:31:59 AM	29 Mar, 2025 01:05:46 AM	24 Mar, 2025 05:33:57 PM	0:02:25		Internal
597059184464			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Mar, 2025 02:31:59 AM	29 Mar, 2025 01:05:46 AM	24 Mar, 2025 05:33:57 PM	0:02:25		Internal
621941556217			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Mar, 2025 08:31:49 PM	29 Mar, 2025 01:14:33 AM	26 Mar, 2025 05:42:46 PM	0:03:17		Internal
621941556217			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Mar, 2025 08:31:49 PM	29 Mar, 2025 01:14:33 AM	26 Mar, 2025 05:42:46 PM	0:03:17		Internal
621941556217			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Mar, 2025 08:31:49 PM	29 Mar, 2025 01:14:33 AM	26 Mar, 2025 05:42:46 PM	0:03:17		Internal
621941556217			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Mar, 2025 08:31:49 PM	29 Mar, 2025 01:14:33 AM	26 Mar, 2025 05:42:46 PM	0:03:17		Internal
621941556217			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Mar, 2025 08:31:49 PM	29 Mar, 2025 01:14:33 AM	26 Mar, 2025 05:42:46 PM	0:03:17		Internal
621941556217			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Mar, 2025 08:31:49 PM	29 Mar, 2025 01:14:33 AM	26 Mar, 2025 05:42:46 PM	0:03:17		Internal
621941556217			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Mar, 2025 08:31:49 PM	29 Mar, 2025 01:14:33 AM	26 Mar, 2025 05:42:46 PM	0:03:17		Internal
621941556217			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Mar, 2025 08:31:49 PM	29 Mar, 2025 01:14:33 AM	26 Mar, 2025 05:42:46 PM	0:03:17		Internal
621941556217			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Mar, 2025 08:31:49 PM	29 Mar, 2025 01:14:33 AM	26 Mar, 2025 05:42:46 PM	0:03:17		Internal
621941556217			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Mar, 2025 08:31:49 PM	29 Mar, 2025 01:14:33 AM	26 Mar, 2025 05:42:46 PM	0:03:17		Internal
621941556217			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Mar, 2025 08:31:49 PM	29 Mar, 2025 01:14:33 AM	26 Mar, 2025 05:42:46 PM	0:03:17		Internal
621941556217			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Mar, 2025 08:31:49 PM	29 Mar, 2025 01:14:33 AM	26 Mar, 2025 05:42:46 PM	0:03:17		Internal
621941556217			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Mar, 2025 08:31:49 PM	29 Mar, 2025 01:14:33 AM	26 Mar, 2025 05:42:46 PM	0:03:17		Internal
621941556217			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Mar, 2025 08:31:49 PM	29 Mar, 2025 01:14:33 AM	26 Mar, 2025 05:42:46 PM	0:03:17		Internal
621941556217			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Mar, 2025 08:31:49 PM	29 Mar, 2025 01:14:33 AM	26 Mar, 2025 05:42:46 PM	0:03:17		Internal
621941556217			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Mar, 2025 08:31:49 PM	29 Mar, 2025 01:14:33 AM	26 Mar, 2025 05:42:46 PM	0:03:17		Internal
621941556217			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Mar, 2025 08:31:49 PM	29 Mar, 2025 01:14:33 AM	26 Mar, 2025 05:42:46 PM	0:03:17		Internal
621941556217			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Mar, 2025 08:31:49 PM	29 Mar, 2025 01:14:33 AM	26 Mar, 2025 05:42:46 PM	0:03:17		Internal
621941556217			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Mar, 2025 08:31:49 PM	29 Mar, 2025 01:14:33 AM	26 Mar, 2025 05:42:46 PM	0:03:17		Internal
621941556217			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Mar, 2025 08:31:49 PM	29 Mar, 2025 01:14:33 AM	26 Mar, 2025 05:42:46 PM	0:03:17		Internal
621941556217			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Mar, 2025 08:31:49 PM	29 Mar, 2025 01:14:33 AM	26 Mar, 2025 05:42:46 PM	0:03:17		Internal
621941556217			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Mar, 2025 08:31:49 PM	29 Mar, 2025 01:14:33 AM	26 Mar, 2025 05:42:46 PM	0:03:17		Internal
621941556217			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		27 Mar, 2025 08:31:49 PM	29 Mar, 2025 01:14:33 AM	26 Mar, 2025 05:42:46 PM	0:03:17		Internal
621941556217			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Mar, 2025 08:31:49 PM	29 Mar, 2025 01:14:33 AM	26 Mar, 2025 05:42:46 PM	0:03:17		Internal
621941556217			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Mar, 2025 08:31:49 PM	29 Mar, 2025 01:14:33 AM	26 Mar, 2025 05:42:46 PM	0:03:17		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621941556217	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	[redacted]	27 Mar, 2025 08:31:49 PM	29 Mar, 2025 01:14:33 AM	26 Mar, 2025 05:42:46 PM	0:03:17		Internal
597058175730			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Mar, 2025 06:31:15 PM	29 Mar, 2025 09:15:35 PM	16 Mar, 2025 06:06:20 PM	0:03:01		Internal
597058175730			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Mar, 2025 06:31:15 PM	29 Mar, 2025 09:15:35 PM	16 Mar, 2025 06:06:20 PM	0:03:01		Internal
597058175730			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Mar, 2025 06:31:15 PM	29 Mar, 2025 09:15:35 PM	16 Mar, 2025 06:06:20 PM	0:03:01		Internal
597058175730			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Mar, 2025 06:31:15 PM	29 Mar, 2025 09:15:35 PM	16 Mar, 2025 06:06:20 PM	0:03:01		Internal
597058175730			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Mar, 2025 06:31:15 PM	29 Mar, 2025 09:15:35 PM	16 Mar, 2025 06:06:20 PM	0:03:01		Internal
597058175730			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Mar, 2025 06:31:15 PM	29 Mar, 2025 09:15:35 PM	16 Mar, 2025 06:06:20 PM	0:03:01		Internal
597058175730			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Mar, 2025 06:31:15 PM	29 Mar, 2025 09:15:35 PM	16 Mar, 2025 06:06:20 PM	0:03:01		Internal
597058175730			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Mar, 2025 06:31:15 PM	29 Mar, 2025 09:15:35 PM	16 Mar, 2025 06:06:20 PM	0:03:01		Internal
597058175730			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Mar, 2025 06:31:15 PM	29 Mar, 2025 09:15:35 PM	16 Mar, 2025 06:06:20 PM	0:03:01		Internal
597058175730			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Mar, 2025 06:31:15 PM	29 Mar, 2025 09:15:35 PM	16 Mar, 2025 06:06:20 PM	0:03:01		Internal
597058175730			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Mar, 2025 06:31:15 PM	29 Mar, 2025 09:15:35 PM	16 Mar, 2025 06:06:20 PM	0:03:01		Internal
597058175730			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Mar, 2025 06:31:15 PM	29 Mar, 2025 09:15:35 PM	16 Mar, 2025 06:06:20 PM	0:03:01		Internal
597058175730			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Mar, 2025 06:31:15 PM	29 Mar, 2025 09:15:35 PM	16 Mar, 2025 06:06:20 PM	0:03:01		Internal
597058175730			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Mar, 2025 06:31:15 PM	29 Mar, 2025 09:15:35 PM	16 Mar, 2025 06:06:20 PM	0:03:01		Internal
597058175730			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Mar, 2025 06:31:15 PM	29 Mar, 2025 09:15:35 PM	16 Mar, 2025 06:06:20 PM	0:03:01		Internal
597058175730			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Mar, 2025 06:31:15 PM	29 Mar, 2025 09:15:35 PM	16 Mar, 2025 06:06:20 PM	0:03:01		Internal
597058175730			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Mar, 2025 06:31:15 PM	29 Mar, 2025 09:15:35 PM	16 Mar, 2025 06:06:20 PM	0:03:01		Internal
597058175730			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Mar, 2025 06:31:15 PM	29 Mar, 2025 09:15:35 PM	16 Mar, 2025 06:06:20 PM	0:03:01		Internal
597058175730			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Mar, 2025 06:31:15 PM	29 Mar, 2025 09:15:35 PM	16 Mar, 2025 06:06:20 PM	0:03:01		Internal
597058175730			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Mar, 2025 06:31:15 PM	29 Mar, 2025 09:15:35 PM	16 Mar, 2025 06:06:20 PM	0:03:01		Internal
597058175730			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Mar, 2025 06:31:15 PM	29 Mar, 2025 09:15:35 PM	16 Mar, 2025 06:06:20 PM	0:03:01		Internal
597058175730			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Mar, 2025 06:31:15 PM	29 Mar, 2025 09:15:35 PM	16 Mar, 2025 06:06:20 PM	0:03:01		Internal
597058175730			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		16 Mar, 2025 06:31:15 PM	29 Mar, 2025 09:15:35 PM	16 Mar, 2025 06:06:20 PM	0:03:01		Internal
597058175730			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Mar, 2025 06:31:15 PM	29 Mar, 2025 09:15:35 PM	16 Mar, 2025 06:06:20 PM	0:03:01		Internal
597058175730			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Mar, 2025 06:31:15 PM	29 Mar, 2025 09:15:35 PM	16 Mar, 2025 06:06:20 PM	0:03:01		Internal
597058175730			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Mar, 2025 06:31:15 PM	29 Mar, 2025 09:15:35 PM	16 Mar, 2025 06:06:20 PM	0:03:01		Internal
596116500344			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Mar, 2025 03:31:29 AM	29 Mar, 2025 11:10:26 PM	11 Mar, 2025 01:52:46 PM	0:06:03		Internal
596116500344			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Mar, 2025 03:31:29 AM	29 Mar, 2025 11:10:26 PM	11 Mar, 2025 01:52:46 PM	0:06:03		Internal
596116500344			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Mar, 2025 03:31:29 AM	29 Mar, 2025 11:10:26 PM	11 Mar, 2025 01:52:46 PM	0:06:03		Internal
596116500344			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Mar, 2025 03:31:29 AM	29 Mar, 2025 11:10:26 PM	11 Mar, 2025 01:52:46 PM	0:06:03		Internal
596116500344			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Mar, 2025 03:31:29 AM	29 Mar, 2025 11:10:26 PM	11 Mar, 2025 01:52:46 PM	0:06:03		Internal
596116500344			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Mar, 2025 03:31:29 AM	29 Mar, 2025 11:10:26 PM	11 Mar, 2025 01:52:46 PM	0:06:03		Internal
596116500344			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Mar, 2025 03:31:29 AM	29 Mar, 2025 11:10:26 PM	11 Mar, 2025 01:52:46 PM	0:06:03		Internal
596116500344			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Mar, 2025 03:31:29 AM	29 Mar, 2025 11:10:26 PM	11 Mar, 2025 01:52:46 PM	0:06:03		Internal
596116500344			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Mar, 2025 03:31:29 AM	29 Mar, 2025 11:10:26 PM	11 Mar, 2025 01:52:46 PM	0:06:03		Internal
596116500344			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Mar, 2025 03:31:29 AM	29 Mar, 2025 11:10:26 PM	11 Mar, 2025 01:52:46 PM	0:06:03		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596116500344	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	13 Mar, 2025 03:31:29 AM	29 Mar, 2025 11:10:26 PM	11 Mar, 2025 01:52:46 PM	0:06:03		Internal
596116500344			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Mar, 2025 03:31:29 AM	29 Mar, 2025 11:10:26 PM	11 Mar, 2025 01:52:46 PM	0:06:03		Internal
596116500344			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Mar, 2025 03:31:29 AM	29 Mar, 2025 11:10:26 PM	11 Mar, 2025 01:52:46 PM	0:06:03		Internal
596116500344			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Mar, 2025 03:31:29 AM	29 Mar, 2025 11:10:26 PM	11 Mar, 2025 01:52:46 PM	0:06:03		Internal
596116500344			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Mar, 2025 03:31:29 AM	29 Mar, 2025 11:10:26 PM	11 Mar, 2025 01:52:46 PM	0:06:03		Internal
596116500344			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Mar, 2025 03:31:29 AM	29 Mar, 2025 11:10:26 PM	11 Mar, 2025 01:52:46 PM	0:06:03		Internal
596116500344			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Mar, 2025 03:31:29 AM	29 Mar, 2025 11:10:26 PM	11 Mar, 2025 01:52:46 PM	0:06:03		Internal
596116500344			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 Mar, 2025 03:31:29 AM	29 Mar, 2025 11:10:26 PM	11 Mar, 2025 01:52:46 PM	0:06:03		Internal
596116500344			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Mar, 2025 03:31:29 AM	29 Mar, 2025 11:10:26 PM	11 Mar, 2025 01:52:46 PM	0:06:03		Internal
596116500344			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Mar, 2025 03:31:29 AM	29 Mar, 2025 11:10:26 PM	11 Mar, 2025 01:52:46 PM	0:06:03		Internal
596116500344			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Mar, 2025 03:31:29 AM	29 Mar, 2025 11:10:26 PM	11 Mar, 2025 01:52:46 PM	0:06:03		Internal
596116500344			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Mar, 2025 03:31:29 AM	29 Mar, 2025 11:10:26 PM	11 Mar, 2025 01:52:46 PM	0:06:03		Internal
596116500344			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		13 Mar, 2025 03:31:29 AM	29 Mar, 2025 11:10:26 PM	11 Mar, 2025 01:52:46 PM	0:06:03		Internal
596116500344			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Mar, 2025 03:31:29 AM	29 Mar, 2025 11:10:26 PM	11 Mar, 2025 01:52:46 PM	0:06:03		Internal
596116500344			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Mar, 2025 03:31:29 AM	29 Mar, 2025 11:10:26 PM	11 Mar, 2025 01:52:46 PM	0:06:03		Internal
596116500344			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed				13 Mar, 2025 03:31:29 AM	29 Mar, 2025 11:10:26 PM	11 Mar, 2025 01:52:46 PM	0:06:03		Internal
597058973108			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Mar, 2025 12:18:04 AM	30 Mar, 2025 12:37:54 AM	21 Mar, 2025 06:48:30 PM	0:07:07		Internal
597058973108			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Mar, 2025 12:18:04 AM	30 Mar, 2025 12:37:54 AM	21 Mar, 2025 06:48:30 PM	0:07:07		Internal
597058973108			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Mar, 2025 12:18:04 AM	30 Mar, 2025 12:37:54 AM	21 Mar, 2025 06:48:30 PM	0:07:07		Internal
597058973108			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Mar, 2025 12:18:04 AM	30 Mar, 2025 12:37:54 AM	21 Mar, 2025 06:48:30 PM	0:07:07		Internal
597058973108			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Mar, 2025 12:18:04 AM	30 Mar, 2025 12:37:54 AM	21 Mar, 2025 06:48:30 PM	0:07:07		Internal
597058973108			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Mar, 2025 12:18:04 AM	30 Mar, 2025 12:37:54 AM	21 Mar, 2025 06:48:30 PM	0:07:07		Internal
597058973108			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Mar, 2025 12:18:04 AM	30 Mar, 2025 12:37:54 AM	21 Mar, 2025 06:48:30 PM	0:07:07		Internal
597058973108			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Mar, 2025 12:18:04 AM	30 Mar, 2025 12:37:54 AM	21 Mar, 2025 06:48:30 PM	0:07:07		Internal
597058973108			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Mar, 2025 12:18:04 AM	30 Mar, 2025 12:37:54 AM	21 Mar, 2025 06:48:30 PM	0:07:07		Internal
597058973108			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Mar, 2025 12:18:04 AM	30 Mar, 2025 12:37:54 AM	21 Mar, 2025 06:48:30 PM	0:07:07		Internal
597058973108			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Mar, 2025 12:18:04 AM	30 Mar, 2025 12:37:54 AM	21 Mar, 2025 06:48:30 PM	0:07:07		Internal
597058973108			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Mar, 2025 12:18:04 AM	30 Mar, 2025 12:37:54 AM	21 Mar, 2025 06:48:30 PM	0:07:07		Internal
597058973108			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Mar, 2025 12:18:04 AM	30 Mar, 2025 12:37:54 AM	21 Mar, 2025 06:48:30 PM	0:07:07		Internal
597058973108			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Mar, 2025 12:18:04 AM	30 Mar, 2025 12:37:54 AM	21 Mar, 2025 06:48:30 PM	0:07:07		Internal
597058973108			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Mar, 2025 12:18:04 AM	30 Mar, 2025 12:37:54 AM	21 Mar, 2025 06:48:30 PM	0:07:07		Internal
597058973108			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Mar, 2025 12:18:04 AM	30 Mar, 2025 12:37:54 AM	21 Mar, 2025 06:48:30 PM	0:07:07		Internal
597058973108			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Mar, 2025 12:18:04 AM	30 Mar, 2025 12:37:54 AM	21 Mar, 2025 06:48:30 PM	0:07:07		Internal
597058973108			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Mar, 2025 12:18:04 AM	30 Mar, 2025 12:37:54 AM	21 Mar, 2025 06:48:30 PM	0:07:07		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597058973108	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	30 Mar, 2025 12:18:04 AM	30 Mar, 2025 12:37:54 AM	21 Mar, 2025 06:48:30 PM	0:07:07		Internal
597058973108			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Mar, 2025 12:18:04 AM	30 Mar, 2025 12:37:54 AM	21 Mar, 2025 06:48:30 PM	0:07:07		Internal
597058973108			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Mar, 2025 12:18:04 AM	30 Mar, 2025 12:37:54 AM	21 Mar, 2025 06:48:30 PM	0:07:07		Internal
597058973108			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Mar, 2025 12:18:04 AM	30 Mar, 2025 12:37:54 AM	21 Mar, 2025 06:48:30 PM	0:07:07		Internal
597058973108			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		30 Mar, 2025 12:18:04 AM	30 Mar, 2025 12:37:54 AM	21 Mar, 2025 06:48:30 PM	0:07:07		Internal
597058973108			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Mar, 2025 12:18:04 AM	30 Mar, 2025 12:37:54 AM	21 Mar, 2025 06:48:30 PM	0:07:07		Internal
597058973108			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Mar, 2025 12:18:04 AM	30 Mar, 2025 12:37:54 AM	21 Mar, 2025 06:48:30 PM	0:07:07		Internal
597058973108			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Mar, 2025 12:18:04 AM	30 Mar, 2025 12:37:54 AM	21 Mar, 2025 06:48:30 PM	0:07:07		Internal
596116328486			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Mar, 2025 07:00:51 AM	30 Mar, 2025 12:51:14 AM	10 Mar, 2025 03:23:09 PM	0:02:51		Internal
596116328486			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Mar, 2025 07:00:51 AM	30 Mar, 2025 12:51:14 AM	10 Mar, 2025 03:23:09 PM	0:02:51		Internal
596116328486			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Mar, 2025 07:00:51 AM	30 Mar, 2025 12:51:14 AM	10 Mar, 2025 03:23:09 PM	0:02:51		Internal
596116328486			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Mar, 2025 07:00:51 AM	30 Mar, 2025 12:51:14 AM	10 Mar, 2025 03:23:09 PM	0:02:51		Internal
596116328486			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Mar, 2025 07:00:51 AM	30 Mar, 2025 12:51:14 AM	10 Mar, 2025 03:23:09 PM	0:02:51		Internal
596116328486			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Mar, 2025 07:00:51 AM	30 Mar, 2025 12:51:14 AM	10 Mar, 2025 03:23:09 PM	0:02:51		Internal
596116328486			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Mar, 2025 07:00:51 AM	30 Mar, 2025 12:51:14 AM	10 Mar, 2025 03:23:09 PM	0:02:51		Internal
596116328486			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Mar, 2025 07:00:51 AM	30 Mar, 2025 12:51:14 AM	10 Mar, 2025 03:23:09 PM	0:02:51		Internal
596116328486			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Mar, 2025 07:00:51 AM	30 Mar, 2025 12:51:14 AM	10 Mar, 2025 03:23:09 PM	0:02:51		Internal
596116328486			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Mar, 2025 07:00:51 AM	30 Mar, 2025 12:51:14 AM	10 Mar, 2025 03:23:09 PM	0:02:51		Internal
596116328486			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Mar, 2025 07:00:51 AM	30 Mar, 2025 12:51:14 AM	10 Mar, 2025 03:23:09 PM	0:02:51		Internal
596116328486			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Mar, 2025 07:00:51 AM	30 Mar, 2025 12:51:14 AM	10 Mar, 2025 03:23:09 PM	0:02:51		Internal
596116328486			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Mar, 2025 07:00:51 AM	30 Mar, 2025 12:51:14 AM	10 Mar, 2025 03:23:09 PM	0:02:51		Internal
596116328486			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Mar, 2025 07:00:51 AM	30 Mar, 2025 12:51:14 AM	10 Mar, 2025 03:23:09 PM	0:02:51		Internal
596116328486			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Mar, 2025 07:00:51 AM	30 Mar, 2025 12:51:14 AM	10 Mar, 2025 03:23:09 PM	0:02:51		Internal
596116328486			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Mar, 2025 07:00:51 AM	30 Mar, 2025 12:51:14 AM	10 Mar, 2025 03:23:09 PM	0:02:51		Internal
596116328486			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Mar, 2025 07:00:51 AM	30 Mar, 2025 12:51:14 AM	10 Mar, 2025 03:23:09 PM	0:02:51		Internal
596116328486			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Mar, 2025 07:00:51 AM	30 Mar, 2025 12:51:14 AM	10 Mar, 2025 03:23:09 PM	0:02:51		Internal
596116328486			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Mar, 2025 07:00:51 AM	30 Mar, 2025 12:51:14 AM	10 Mar, 2025 03:23:09 PM	0:02:51		Internal
596116328486			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Mar, 2025 07:00:51 AM	30 Mar, 2025 12:51:14 AM	10 Mar, 2025 03:23:09 PM	0:02:51		Internal
596116328486			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Mar, 2025 07:00:51 AM	30 Mar, 2025 12:51:14 AM	10 Mar, 2025 03:23:09 PM	0:02:51		Internal
596116328486			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Mar, 2025 07:00:51 AM	30 Mar, 2025 12:51:14 AM	10 Mar, 2025 03:23:09 PM	0:02:51		Internal
596116328486			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		11 Mar, 2025 07:00:51 AM	30 Mar, 2025 12:51:14 AM	10 Mar, 2025 03:23:09 PM	0:02:51		Internal
596116328486			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Mar, 2025 07:00:51 AM	30 Mar, 2025 12:51:14 AM	10 Mar, 2025 03:23:09 PM	0:02:51		Internal
596116328486			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Mar, 2025 07:00:51 AM	30 Mar, 2025 12:51:14 AM	10 Mar, 2025 03:23:09 PM	0:02:51		Internal
596116328486			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Mar, 2025 07:00:51 AM	30 Mar, 2025 12:51:14 AM	10 Mar, 2025 03:23:09 PM	0:02:51		Internal
621941583231			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Mar, 2025 12:59:57 AM	30 Mar, 2025 01:13:17 AM	26 Mar, 2025 07:28:07 PM	0:06:12		Internal
621941583231			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Mar, 2025 12:59:57 AM	30 Mar, 2025 01:13:17 AM	26 Mar, 2025 07:28:07 PM	0:06:12		Internal
621941583231			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Mar, 2025 12:59:57 AM	30 Mar, 2025 01:13:17 AM	26 Mar, 2025 07:28:07 PM	0:06:12		Internal
621941583231			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Mar, 2025 12:59:57 AM	30 Mar, 2025 01:13:17 AM	26 Mar, 2025 07:28:07 PM	0:06:12		Internal
621941583231			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Mar, 2025 12:59:57 AM	30 Mar, 2025 01:13:17 AM	26 Mar, 2025 07:28:07 PM	0:06:12		Internal
621941583231			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Mar, 2025 12:59:57 AM	30 Mar, 2025 01:13:17 AM	26 Mar, 2025 07:28:07 PM	0:06:12		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621941583231	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	30 Mar, 2025 12:59:57 AM	30 Mar, 2025 01:13:17 AM	26 Mar, 2025 07:28:07 PM	0:06:12		Internal
621941583231			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Mar, 2025 12:59:57 AM	30 Mar, 2025 01:13:17 AM	26 Mar, 2025 07:28:07 PM	0:06:12		Internal
621941583231			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Mar, 2025 12:59:57 AM	30 Mar, 2025 01:13:17 AM	26 Mar, 2025 07:28:07 PM	0:06:12		Internal
621941583231			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Mar, 2025 12:59:57 AM	30 Mar, 2025 01:13:17 AM	26 Mar, 2025 07:28:07 PM	0:06:12		Internal
621941583231			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Mar, 2025 12:59:57 AM	30 Mar, 2025 01:13:17 AM	26 Mar, 2025 07:28:07 PM	0:06:12		Internal
621941583231			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Mar, 2025 12:59:57 AM	30 Mar, 2025 01:13:17 AM	26 Mar, 2025 07:28:07 PM	0:06:12		Internal
621941583231			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Mar, 2025 12:59:57 AM	30 Mar, 2025 01:13:17 AM	26 Mar, 2025 07:28:07 PM	0:06:12		Internal
621941583231			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Mar, 2025 12:59:57 AM	30 Mar, 2025 01:13:17 AM	26 Mar, 2025 07:28:07 PM	0:06:12		Internal
621941583231			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Mar, 2025 12:59:57 AM	30 Mar, 2025 01:13:17 AM	26 Mar, 2025 07:28:07 PM	0:06:12		Internal
621941583231			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Mar, 2025 12:59:57 AM	30 Mar, 2025 01:13:17 AM	26 Mar, 2025 07:28:07 PM	0:06:12		Internal
621941583231			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Mar, 2025 12:59:57 AM	30 Mar, 2025 01:13:17 AM	26 Mar, 2025 07:28:07 PM	0:06:12		Internal
621941583231			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Mar, 2025 12:59:57 AM	30 Mar, 2025 01:13:17 AM	26 Mar, 2025 07:28:07 PM	0:06:12		Internal
621941583231			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Mar, 2025 12:59:57 AM	30 Mar, 2025 01:13:17 AM	26 Mar, 2025 07:28:07 PM	0:06:12		Internal
621941583231			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Mar, 2025 12:59:57 AM	30 Mar, 2025 01:13:17 AM	26 Mar, 2025 07:28:07 PM	0:06:12		Internal
621941583231			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Mar, 2025 12:59:57 AM	30 Mar, 2025 01:13:17 AM	26 Mar, 2025 07:28:07 PM	0:06:12		Internal
621941583231			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Mar, 2025 12:59:57 AM	30 Mar, 2025 01:13:17 AM	26 Mar, 2025 07:28:07 PM	0:06:12		Internal
621941583231			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		30 Mar, 2025 12:59:57 AM	30 Mar, 2025 01:13:17 AM	26 Mar, 2025 07:28:07 PM	0:06:12		Internal
621941583231			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Mar, 2025 12:59:57 AM	30 Mar, 2025 01:13:17 AM	26 Mar, 2025 07:28:07 PM	0:06:12		Internal
621941583231			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Mar, 2025 12:59:57 AM	30 Mar, 2025 01:13:17 AM	26 Mar, 2025 07:28:07 PM	0:06:12		Internal
621941583231			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Mar, 2025 12:59:57 AM	30 Mar, 2025 01:13:17 AM	26 Mar, 2025 07:28:07 PM	0:06:12		Internal
621941937283			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Mar, 2025 01:20:42 AM	30 Mar, 2025 01:34:40 AM	28 Mar, 2025 08:50:08 PM	0:03:47		Internal
621941937283			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Mar, 2025 01:20:42 AM	30 Mar, 2025 01:34:40 AM	28 Mar, 2025 08:50:08 PM	0:03:47		Internal
621941937283			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Mar, 2025 01:20:42 AM	30 Mar, 2025 01:34:40 AM	28 Mar, 2025 08:50:08 PM	0:03:47		Internal
621941937283			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Mar, 2025 01:20:42 AM	30 Mar, 2025 01:34:40 AM	28 Mar, 2025 08:50:08 PM	0:03:47		Internal
621941937283			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Mar, 2025 01:20:42 AM	30 Mar, 2025 01:34:40 AM	28 Mar, 2025 08:50:08 PM	0:03:47		Internal
621941937283			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Mar, 2025 01:20:42 AM	30 Mar, 2025 01:34:40 AM	28 Mar, 2025 08:50:08 PM	0:03:47		Internal
621941937283			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Mar, 2025 01:20:42 AM	30 Mar, 2025 01:34:40 AM	28 Mar, 2025 08:50:08 PM	0:03:47		Internal
621941937283			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Mar, 2025 01:20:42 AM	30 Mar, 2025 01:34:40 AM	28 Mar, 2025 08:50:08 PM	0:03:47		Internal
621941937283			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Mar, 2025 01:20:42 AM	30 Mar, 2025 01:34:40 AM	28 Mar, 2025 08:50:08 PM	0:03:47		Internal
621941937283			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Mar, 2025 01:20:42 AM	30 Mar, 2025 01:34:40 AM	28 Mar, 2025 08:50:08 PM	0:03:47		Internal
621941937283			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Mar, 2025 01:20:42 AM	30 Mar, 2025 01:34:40 AM	28 Mar, 2025 08:50:08 PM	0:03:47		Internal
621941937283			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Mar, 2025 01:20:42 AM	30 Mar, 2025 01:34:40 AM	28 Mar, 2025 08:50:08 PM	0:03:47		Internal
621941937283			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Mar, 2025 01:20:42 AM	30 Mar, 2025 01:34:40 AM	28 Mar, 2025 08:50:08 PM	0:03:47		Internal
621941937283			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Mar, 2025 01:20:42 AM	30 Mar, 2025 01:34:40 AM	28 Mar, 2025 08:50:08 PM	0:03:47		Internal
621941937283			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Mar, 2025 01:20:42 AM	30 Mar, 2025 01:34:40 AM	28 Mar, 2025 08:50:08 PM	0:03:47		Internal
621941937283			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Mar, 2025 01:20:42 AM	30 Mar, 2025 01:34:40 AM	28 Mar, 2025 08:50:08 PM	0:03:47		Internal
621941937283			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Mar, 2025 01:20:42 AM	30 Mar, 2025 01:34:40 AM	28 Mar, 2025 08:50:08 PM	0:03:47		Internal
621941937283			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Mar, 2025 01:20:42 AM	30 Mar, 2025 01:34:40 AM	28 Mar, 2025 08:50:08 PM	0:03:47		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621941937283	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	30 Mar, 2025 01:20:42 AM	30 Mar, 2025 01:34:40 AM	28 Mar, 2025 08:50:08 PM	0:03:47		Internal
621941937283			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Mar, 2025 01:20:42 AM	30 Mar, 2025 01:34:40 AM	28 Mar, 2025 08:50:08 PM	0:03:47		Internal
621941937283			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Mar, 2025 01:20:42 AM	30 Mar, 2025 01:34:40 AM	28 Mar, 2025 08:50:08 PM	0:03:47		Internal
621941937283			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Mar, 2025 01:20:42 AM	30 Mar, 2025 01:34:40 AM	28 Mar, 2025 08:50:08 PM	0:03:47		Internal
621941937283			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		30 Mar, 2025 01:20:42 AM	30 Mar, 2025 01:34:40 AM	28 Mar, 2025 08:50:08 PM	0:03:47		Internal
621941937283			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Mar, 2025 01:20:42 AM	30 Mar, 2025 01:34:40 AM	28 Mar, 2025 08:50:08 PM	0:03:47		Internal
621941937283			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Mar, 2025 01:20:42 AM	30 Mar, 2025 01:34:40 AM	28 Mar, 2025 08:50:08 PM	0:03:47		Internal
621941937283			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Mar, 2025 01:20:42 AM	30 Mar, 2025 01:34:40 AM	28 Mar, 2025 08:50:08 PM	0:03:47		Internal
621941823756			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Mar, 2025 01:54:48 AM	30 Mar, 2025 02:12:39 AM	28 Mar, 2025 01:39:24 PM	0:05:29		Internal
621941823756			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Mar, 2025 01:54:48 AM	30 Mar, 2025 02:12:39 AM	28 Mar, 2025 01:39:24 PM	0:05:29		Internal
621941823756			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Mar, 2025 01:54:48 AM	30 Mar, 2025 02:12:39 AM	28 Mar, 2025 01:39:24 PM	0:05:29		Internal
621941823756			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Mar, 2025 01:54:48 AM	30 Mar, 2025 02:12:39 AM	28 Mar, 2025 01:39:24 PM	0:05:29		Internal
621941823756			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Mar, 2025 01:54:48 AM	30 Mar, 2025 02:12:39 AM	28 Mar, 2025 01:39:24 PM	0:05:29		Internal
621941823756			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Mar, 2025 01:54:48 AM	30 Mar, 2025 02:12:39 AM	28 Mar, 2025 01:39:24 PM	0:05:29		Internal
621941823756			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Mar, 2025 01:54:48 AM	30 Mar, 2025 02:12:39 AM	28 Mar, 2025 01:39:24 PM	0:05:29		Internal
621941823756			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Mar, 2025 01:54:48 AM	30 Mar, 2025 02:12:39 AM	28 Mar, 2025 01:39:24 PM	0:05:29		Internal
621941823756			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Mar, 2025 01:54:48 AM	30 Mar, 2025 02:12:39 AM	28 Mar, 2025 01:39:24 PM	0:05:29		Internal
621941823756			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Mar, 2025 01:54:48 AM	30 Mar, 2025 02:12:39 AM	28 Mar, 2025 01:39:24 PM	0:05:29		Internal
621941823756			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Mar, 2025 01:54:48 AM	30 Mar, 2025 02:12:39 AM	28 Mar, 2025 01:39:24 PM	0:05:29		Internal
621941823756			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Mar, 2025 01:54:48 AM	30 Mar, 2025 02:12:39 AM	28 Mar, 2025 01:39:24 PM	0:05:29		Internal
621941823756			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Mar, 2025 01:54:48 AM	30 Mar, 2025 02:12:39 AM	28 Mar, 2025 01:39:24 PM	0:05:29		Internal
621941823756			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Mar, 2025 01:54:48 AM	30 Mar, 2025 02:12:39 AM	28 Mar, 2025 01:39:24 PM	0:05:29		Internal
621941823756			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Mar, 2025 01:54:48 AM	30 Mar, 2025 02:12:39 AM	28 Mar, 2025 01:39:24 PM	0:05:29		Internal
621941823756			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Mar, 2025 01:54:48 AM	30 Mar, 2025 02:12:39 AM	28 Mar, 2025 01:39:24 PM	0:05:29		Internal
621941823756			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Mar, 2025 01:54:48 AM	30 Mar, 2025 02:12:39 AM	28 Mar, 2025 01:39:24 PM	0:05:29		Internal
621941823756			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Mar, 2025 01:54:48 AM	30 Mar, 2025 02:12:39 AM	28 Mar, 2025 01:39:24 PM	0:05:29		Internal
621941823756			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Mar, 2025 01:54:48 AM	30 Mar, 2025 02:12:39 AM	28 Mar, 2025 01:39:24 PM	0:05:29		Internal
621941823756			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Mar, 2025 01:54:48 AM	30 Mar, 2025 02:12:39 AM	28 Mar, 2025 01:39:24 PM	0:05:29		Internal
621941823756			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Mar, 2025 01:54:48 AM	30 Mar, 2025 02:12:39 AM	28 Mar, 2025 01:39:24 PM	0:05:29		Internal
621941823756			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Mar, 2025 01:54:48 AM	30 Mar, 2025 02:12:39 AM	28 Mar, 2025 01:39:24 PM	0:05:29		Internal
621941823756			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		30 Mar, 2025 01:54:48 AM	30 Mar, 2025 02:12:39 AM	28 Mar, 2025 01:39:24 PM	0:05:29		Internal
621941823756			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Mar, 2025 01:54:48 AM	30 Mar, 2025 02:12:39 AM	28 Mar, 2025 01:39:24 PM	0:05:29		Internal
621941823756			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Mar, 2025 01:54:48 AM	30 Mar, 2025 02:12:39 AM	28 Mar, 2025 01:39:24 PM	0:05:29		Internal
621941823756			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Mar, 2025 01:54:48 AM	30 Mar, 2025 02:12:39 AM	28 Mar, 2025 01:39:24 PM	0:05:29		Internal
597058279417			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Mar, 2025 02:23:21 AM	30 Mar, 2025 02:33:06 AM	17 Mar, 2025 05:11:04 PM	0:05:09		Internal
597058279417			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Mar, 2025 02:23:21 AM	30 Mar, 2025 02:33:06 AM	17 Mar, 2025 05:11:04 PM	0:05:09		Internal
597058279417			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Mar, 2025 02:23:21 AM	30 Mar, 2025 02:33:06 AM	17 Mar, 2025 05:11:04 PM	0:05:09		Internal
597058279417			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Mar, 2025 02:23:21 AM	30 Mar, 2025 02:33:06 AM	17 Mar, 2025 05:11:04 PM	0:05:09		Internal
597058279417			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Mar, 2025 02:23:21 AM	30 Mar, 2025 02:33:06 AM	17 Mar, 2025 05:11:04 PM	0:05:09		Internal
597058279417			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Mar, 2025 02:23:21 AM	30 Mar, 2025 02:33:06 AM	17 Mar, 2025 05:11:04 PM	0:05:09		Internal
597058279417			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Mar, 2025 02:23:21 AM	30 Mar, 2025 02:33:06 AM	17 Mar, 2025 05:11:04 PM	0:05:09		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597058279417	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	[redacted]	30 Mar, 2025 02:23:21 AM	30 Mar, 2025 02:33:06 AM	17 Mar, 2025 05:11:04 PM	0:05:09		Internal
597058279417			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Mar, 2025 02:23:21 AM	30 Mar, 2025 02:33:06 AM	17 Mar, 2025 05:11:04 PM	0:05:09		Internal
597058279417			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Mar, 2025 02:23:21 AM	30 Mar, 2025 02:33:06 AM	17 Mar, 2025 05:11:04 PM	0:05:09		Internal
597058279417			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Mar, 2025 02:23:21 AM	30 Mar, 2025 02:33:06 AM	17 Mar, 2025 05:11:04 PM	0:05:09		Internal
597058279417			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Mar, 2025 02:23:21 AM	30 Mar, 2025 02:33:06 AM	17 Mar, 2025 05:11:04 PM	0:05:09		Internal
597058279417			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Mar, 2025 02:23:21 AM	30 Mar, 2025 02:33:06 AM	17 Mar, 2025 05:11:04 PM	0:05:09		Internal
597058279417			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Mar, 2025 02:23:21 AM	30 Mar, 2025 02:33:06 AM	17 Mar, 2025 05:11:04 PM	0:05:09		Internal
597058279417			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Mar, 2025 02:23:21 AM	30 Mar, 2025 02:33:06 AM	17 Mar, 2025 05:11:04 PM	0:05:09		Internal
597058279417			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Mar, 2025 02:23:21 AM	30 Mar, 2025 02:33:06 AM	17 Mar, 2025 05:11:04 PM	0:05:09		Internal
597058279417			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Mar, 2025 02:23:21 AM	30 Mar, 2025 02:33:06 AM	17 Mar, 2025 05:11:04 PM	0:05:09		Internal
597058279417			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Mar, 2025 02:23:21 AM	30 Mar, 2025 02:33:06 AM	17 Mar, 2025 05:11:04 PM	0:05:09		Internal
597058279417			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Mar, 2025 02:23:21 AM	30 Mar, 2025 02:33:06 AM	17 Mar, 2025 05:11:04 PM	0:05:09		Internal
597058279417			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Mar, 2025 02:23:21 AM	30 Mar, 2025 02:33:06 AM	17 Mar, 2025 05:11:04 PM	0:05:09		Internal
597058279417			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Mar, 2025 02:23:21 AM	30 Mar, 2025 02:33:06 AM	17 Mar, 2025 05:11:04 PM	0:05:09		Internal
597058279417			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Mar, 2025 02:23:21 AM	30 Mar, 2025 02:33:06 AM	17 Mar, 2025 05:11:04 PM	0:05:09		Internal
597058279417			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		30 Mar, 2025 02:23:21 AM	30 Mar, 2025 02:33:06 AM	17 Mar, 2025 05:11:04 PM	0:05:09		Internal
597058279417			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Mar, 2025 02:23:21 AM	30 Mar, 2025 02:33:06 AM	17 Mar, 2025 05:11:04 PM	0:05:09		Internal
597058279417			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Mar, 2025 02:23:21 AM	30 Mar, 2025 02:33:06 AM	17 Mar, 2025 05:11:04 PM	0:05:09		Internal
597058279417			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Mar, 2025 02:23:21 AM	30 Mar, 2025 02:33:06 AM	17 Mar, 2025 05:11:04 PM	0:05:09		Internal
621941892490			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Mar, 2025 02:37:23 AM	30 Mar, 2025 02:48:11 AM	28 Mar, 2025 05:39:21 PM	0:06:16		Internal
621941892490			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Mar, 2025 02:37:23 AM	30 Mar, 2025 02:48:11 AM	28 Mar, 2025 05:39:21 PM	0:06:16		Internal
621941892490			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Mar, 2025 02:37:23 AM	30 Mar, 2025 02:48:11 AM	28 Mar, 2025 05:39:21 PM	0:06:16		Internal
621941892490			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Mar, 2025 02:37:23 AM	30 Mar, 2025 02:48:11 AM	28 Mar, 2025 05:39:21 PM	0:06:16		Internal
621941892490			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Mar, 2025 02:37:23 AM	30 Mar, 2025 02:48:11 AM	28 Mar, 2025 05:39:21 PM	0:06:16		Internal
621941892490			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Mar, 2025 02:37:23 AM	30 Mar, 2025 02:48:11 AM	28 Mar, 2025 05:39:21 PM	0:06:16		Internal
621941892490			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Mar, 2025 02:37:23 AM	30 Mar, 2025 02:48:11 AM	28 Mar, 2025 05:39:21 PM	0:06:16		Internal
621941892490			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Mar, 2025 02:37:23 AM	30 Mar, 2025 02:48:11 AM	28 Mar, 2025 05:39:21 PM	0:06:16		Internal
621941892490			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Mar, 2025 02:37:23 AM	30 Mar, 2025 02:48:11 AM	28 Mar, 2025 05:39:21 PM	0:06:16		Internal
621941892490			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Mar, 2025 02:37:23 AM	30 Mar, 2025 02:48:11 AM	28 Mar, 2025 05:39:21 PM	0:06:16		Internal
621941892490			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Mar, 2025 02:37:23 AM	30 Mar, 2025 02:48:11 AM	28 Mar, 2025 05:39:21 PM	0:06:16		Internal
621941892490			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Mar, 2025 02:37:23 AM	30 Mar, 2025 02:48:11 AM	28 Mar, 2025 05:39:21 PM	0:06:16		Internal
621941892490			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Mar, 2025 02:37:23 AM	30 Mar, 2025 02:48:11 AM	28 Mar, 2025 05:39:21 PM	0:06:16		Internal
621941892490			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Mar, 2025 02:37:23 AM	30 Mar, 2025 02:48:11 AM	28 Mar, 2025 05:39:21 PM	0:06:16		Internal
621941892490			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Mar, 2025 02:37:23 AM	30 Mar, 2025 02:48:11 AM	28 Mar, 2025 05:39:21 PM	0:06:16		Internal
621941892490			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Mar, 2025 02:37:23 AM	30 Mar, 2025 02:48:11 AM	28 Mar, 2025 05:39:21 PM	0:06:16		Internal
621941892490			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Mar, 2025 02:37:23 AM	30 Mar, 2025 02:48:11 AM	28 Mar, 2025 05:39:21 PM	0:06:16		Internal
621941892490			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Mar, 2025 02:37:23 AM	30 Mar, 2025 02:48:11 AM	28 Mar, 2025 05:39:21 PM	0:06:16		Internal
621941892490			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Mar, 2025 02:37:23 AM	30 Mar, 2025 02:48:11 AM	28 Mar, 2025 05:39:21 PM	0:06:16		Internal
621941892490			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Mar, 2025 02:37:23 AM	30 Mar, 2025 02:48:11 AM	28 Mar, 2025 05:39:21 PM	0:06:16		Internal
621941892490			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Mar, 2025 02:37:23 AM	30 Mar, 2025 02:48:11 AM	28 Mar, 2025 05:39:21 PM	0:06:16		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621941892490	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	[redacted]	30 Mar, 2025 02:37:23 AM	30 Mar, 2025 02:48:11 AM	28 Mar, 2025 05:39:21 PM	0:06:16		Internal
621941892490			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		30 Mar, 2025 02:37:23 AM	30 Mar, 2025 02:48:11 AM	28 Mar, 2025 05:39:21 PM	0:06:16		Internal
621941892490			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Mar, 2025 02:37:23 AM	30 Mar, 2025 02:48:11 AM	28 Mar, 2025 05:39:21 PM	0:06:16		Internal
621941892490			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Mar, 2025 02:37:23 AM	30 Mar, 2025 02:48:11 AM	28 Mar, 2025 05:39:21 PM	0:06:16		Internal
621941892490			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Mar, 2025 02:37:23 AM	30 Mar, 2025 02:48:11 AM	28 Mar, 2025 05:39:21 PM	0:06:16		Internal
621941893721			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Mar, 2025 02:49:54 AM	30 Mar, 2025 02:59:11 AM	28 Mar, 2025 05:50:05 PM	0:03:35		Internal
621941893721			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Mar, 2025 02:49:54 AM	30 Mar, 2025 02:59:11 AM	28 Mar, 2025 05:50:05 PM	0:03:35		Internal
621941893721			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Mar, 2025 02:49:54 AM	30 Mar, 2025 02:59:11 AM	28 Mar, 2025 05:50:05 PM	0:03:35		Internal
621941893721			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Mar, 2025 02:49:54 AM	30 Mar, 2025 02:59:11 AM	28 Mar, 2025 05:50:05 PM	0:03:35		Internal
621941893721			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Mar, 2025 02:49:54 AM	30 Mar, 2025 02:59:11 AM	28 Mar, 2025 05:50:05 PM	0:03:35		Internal
621941893721			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Mar, 2025 02:49:54 AM	30 Mar, 2025 02:59:11 AM	28 Mar, 2025 05:50:05 PM	0:03:35		Internal
621941893721			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Mar, 2025 02:49:54 AM	30 Mar, 2025 02:59:11 AM	28 Mar, 2025 05:50:05 PM	0:03:35		Internal
621941893721			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Mar, 2025 02:49:54 AM	30 Mar, 2025 02:59:11 AM	28 Mar, 2025 05:50:05 PM	0:03:35		Internal
621941893721			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Mar, 2025 02:49:54 AM	30 Mar, 2025 02:59:11 AM	28 Mar, 2025 05:50:05 PM	0:03:35		Internal
621941893721			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Mar, 2025 02:49:54 AM	30 Mar, 2025 02:59:11 AM	28 Mar, 2025 05:50:05 PM	0:03:35		Internal
621941893721			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Mar, 2025 02:49:54 AM	30 Mar, 2025 02:59:11 AM	28 Mar, 2025 05:50:05 PM	0:03:35		Internal
621941893721			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Mar, 2025 02:49:54 AM	30 Mar, 2025 02:59:11 AM	28 Mar, 2025 05:50:05 PM	0:03:35		Internal
621941893721			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Mar, 2025 02:49:54 AM	30 Mar, 2025 02:59:11 AM	28 Mar, 2025 05:50:05 PM	0:03:35		Internal
621941893721			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Mar, 2025 02:49:54 AM	30 Mar, 2025 02:59:11 AM	28 Mar, 2025 05:50:05 PM	0:03:35		Internal
621941893721			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Mar, 2025 02:49:54 AM	30 Mar, 2025 02:59:11 AM	28 Mar, 2025 05:50:05 PM	0:03:35		Internal
621941893721			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Mar, 2025 02:49:54 AM	30 Mar, 2025 02:59:11 AM	28 Mar, 2025 05:50:05 PM	0:03:35		Internal
621941893721			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Mar, 2025 02:49:54 AM	30 Mar, 2025 02:59:11 AM	28 Mar, 2025 05:50:05 PM	0:03:35		Internal
621941893721			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Mar, 2025 02:49:54 AM	30 Mar, 2025 02:59:11 AM	28 Mar, 2025 05:50:05 PM	0:03:35		Internal
621941893721			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Mar, 2025 02:49:54 AM	30 Mar, 2025 02:59:11 AM	28 Mar, 2025 05:50:05 PM	0:03:35		Internal
621941893721			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Mar, 2025 02:49:54 AM	30 Mar, 2025 02:59:11 AM	28 Mar, 2025 05:50:05 PM	0:03:35		Internal
621941893721			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Mar, 2025 02:49:54 AM	30 Mar, 2025 02:59:11 AM	28 Mar, 2025 05:50:05 PM	0:03:35		Internal
621941893721			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Mar, 2025 02:49:54 AM	30 Mar, 2025 02:59:11 AM	28 Mar, 2025 05:50:05 PM	0:03:35		Internal
621941893721			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		30 Mar, 2025 02:49:54 AM	30 Mar, 2025 02:59:11 AM	28 Mar, 2025 05:50:05 PM	0:03:35		Internal
621941893721			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Mar, 2025 02:49:54 AM	30 Mar, 2025 02:59:11 AM	28 Mar, 2025 05:50:05 PM	0:03:35		Internal
621941893721			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Mar, 2025 02:49:54 AM	30 Mar, 2025 02:59:11 AM	28 Mar, 2025 05:50:05 PM	0:03:35		Internal
621941893721			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Mar, 2025 02:49:54 AM	30 Mar, 2025 02:59:11 AM	28 Mar, 2025 05:50:05 PM	0:03:35		Internal
621941939242			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Mar, 2025 03:08:10 AM	30 Mar, 2025 03:20:10 AM	28 Mar, 2025 08:54:37 PM	0:03:23		Internal
621941939242			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Mar, 2025 03:08:10 AM	30 Mar, 2025 03:20:10 AM	28 Mar, 2025 08:54:37 PM	0:03:23		Internal
621941939242			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Mar, 2025 03:08:10 AM	30 Mar, 2025 03:20:10 AM	28 Mar, 2025 08:54:37 PM	0:03:23		Internal
621941939242			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Mar, 2025 03:08:10 AM	30 Mar, 2025 03:20:10 AM	28 Mar, 2025 08:54:37 PM	0:03:23		Internal
621941939242			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Mar, 2025 03:08:10 AM	30 Mar, 2025 03:20:10 AM	28 Mar, 2025 08:54:37 PM	0:03:23		Internal
621941939242			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Mar, 2025 03:08:10 AM	30 Mar, 2025 03:20:10 AM	28 Mar, 2025 08:54:37 PM	0:03:23		Internal
621941939242			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Mar, 2025 03:08:10 AM	30 Mar, 2025 03:20:10 AM	28 Mar, 2025 08:54:37 PM	0:03:23		Internal
621941939242			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Mar, 2025 03:08:10 AM	30 Mar, 2025 03:20:10 AM	28 Mar, 2025 08:54:37 PM	0:03:23		Internal
621941939242			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Mar, 2025 03:08:10 AM	30 Mar, 2025 03:20:10 AM	28 Mar, 2025 08:54:37 PM	0:03:23		Internal
621941939242			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Mar, 2025 03:08:10 AM	30 Mar, 2025 03:20:10 AM	28 Mar, 2025 08:54:37 PM	0:03:23		Internal
621941939242			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Mar, 2025 03:08:10 AM	30 Mar, 2025 03:20:10 AM	28 Mar, 2025 08:54:37 PM	0:03:23		Internal
621941939242			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Mar, 2025 03:08:10 AM	30 Mar, 2025 03:20:10 AM	28 Mar, 2025 08:54:37 PM	0:03:23		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621941939242	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	[redacted]	30 Mar, 2025 03:08:10 AM	30 Mar, 2025 03:20:10 AM	28 Mar, 2025 08:54:37 PM	0:03:23		Internal
621941939242			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Mar, 2025 03:08:10 AM	30 Mar, 2025 03:20:10 AM	28 Mar, 2025 08:54:37 PM	0:03:23		Internal
621941939242			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Mar, 2025 03:08:10 AM	30 Mar, 2025 03:20:10 AM	28 Mar, 2025 08:54:37 PM	0:03:23		Internal
621941939242			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Mar, 2025 03:08:10 AM	30 Mar, 2025 03:20:10 AM	28 Mar, 2025 08:54:37 PM	0:03:23		Internal
621941939242			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Mar, 2025 03:08:10 AM	30 Mar, 2025 03:20:10 AM	28 Mar, 2025 08:54:37 PM	0:03:23		Internal
621941939242			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Mar, 2025 03:08:10 AM	30 Mar, 2025 03:20:10 AM	28 Mar, 2025 08:54:37 PM	0:03:23		Internal
621941939242			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Mar, 2025 03:08:10 AM	30 Mar, 2025 03:20:10 AM	28 Mar, 2025 08:54:37 PM	0:03:23		Internal
621941939242			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Mar, 2025 03:08:10 AM	30 Mar, 2025 03:20:10 AM	28 Mar, 2025 08:54:37 PM	0:03:23		Internal
621941939242			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Mar, 2025 03:08:10 AM	30 Mar, 2025 03:20:10 AM	28 Mar, 2025 08:54:37 PM	0:03:23		Internal
621941939242			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Mar, 2025 03:08:10 AM	30 Mar, 2025 03:20:10 AM	28 Mar, 2025 08:54:37 PM	0:03:23		Internal
621941939242			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		30 Mar, 2025 03:08:10 AM	30 Mar, 2025 03:20:10 AM	28 Mar, 2025 08:54:37 PM	0:03:23		Internal
621941939242			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Mar, 2025 03:08:10 AM	30 Mar, 2025 03:20:10 AM	28 Mar, 2025 08:54:37 PM	0:03:23		Internal
621941939242			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Mar, 2025 03:08:10 AM	30 Mar, 2025 03:20:10 AM	28 Mar, 2025 08:54:37 PM	0:03:23		Internal
621941939242			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Mar, 2025 03:08:10 AM	30 Mar, 2025 03:20:10 AM	28 Mar, 2025 08:54:37 PM	0:03:23		Internal
621941936789			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Mar, 2025 03:24:50 AM	30 Mar, 2025 03:36:15 AM	28 Mar, 2025 08:46:58 PM	0:05:44		Internal
621941936789			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Mar, 2025 03:24:50 AM	30 Mar, 2025 03:36:15 AM	28 Mar, 2025 08:46:58 PM	0:05:44		Internal
621941936789			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Mar, 2025 03:24:50 AM	30 Mar, 2025 03:36:15 AM	28 Mar, 2025 08:46:58 PM	0:05:44		Internal
621941936789			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Mar, 2025 03:24:50 AM	30 Mar, 2025 03:36:15 AM	28 Mar, 2025 08:46:58 PM	0:05:44		Internal
621941936789			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Mar, 2025 03:24:50 AM	30 Mar, 2025 03:36:15 AM	28 Mar, 2025 08:46:58 PM	0:05:44		Internal
621941936789			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Mar, 2025 03:24:50 AM	30 Mar, 2025 03:36:15 AM	28 Mar, 2025 08:46:58 PM	0:05:44		Internal
621941936789			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Mar, 2025 03:24:50 AM	30 Mar, 2025 03:36:15 AM	28 Mar, 2025 08:46:58 PM	0:05:44		Internal
621941936789			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Mar, 2025 03:24:50 AM	30 Mar, 2025 03:36:15 AM	28 Mar, 2025 08:46:58 PM	0:05:44		Internal
621941936789			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Mar, 2025 03:24:50 AM	30 Mar, 2025 03:36:15 AM	28 Mar, 2025 08:46:58 PM	0:05:44		Internal
621941936789			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Mar, 2025 03:24:50 AM	30 Mar, 2025 03:36:15 AM	28 Mar, 2025 08:46:58 PM	0:05:44		Internal
621941936789			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Mar, 2025 03:24:50 AM	30 Mar, 2025 03:36:15 AM	28 Mar, 2025 08:46:58 PM	0:05:44		Internal
621941936789			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Mar, 2025 03:24:50 AM	30 Mar, 2025 03:36:15 AM	28 Mar, 2025 08:46:58 PM	0:05:44		Internal
621941936789			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Mar, 2025 03:24:50 AM	30 Mar, 2025 03:36:15 AM	28 Mar, 2025 08:46:58 PM	0:05:44		Internal
621941936789			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Mar, 2025 03:24:50 AM	30 Mar, 2025 03:36:15 AM	28 Mar, 2025 08:46:58 PM	0:05:44		Internal
621941936789			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Mar, 2025 03:24:50 AM	30 Mar, 2025 03:36:15 AM	28 Mar, 2025 08:46:58 PM	0:05:44		Internal
621941936789			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Mar, 2025 03:24:50 AM	30 Mar, 2025 03:36:15 AM	28 Mar, 2025 08:46:58 PM	0:05:44		Internal
621941936789			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Mar, 2025 03:24:50 AM	30 Mar, 2025 03:36:15 AM	28 Mar, 2025 08:46:58 PM	0:05:44		Internal
621941936789			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Mar, 2025 03:24:50 AM	30 Mar, 2025 03:36:15 AM	28 Mar, 2025 08:46:58 PM	0:05:44		Internal
621941936789			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Mar, 2025 03:24:50 AM	30 Mar, 2025 03:36:15 AM	28 Mar, 2025 08:46:58 PM	0:05:44		Internal
621941936789			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Mar, 2025 03:24:50 AM	30 Mar, 2025 03:36:15 AM	28 Mar, 2025 08:46:58 PM	0:05:44		Internal
621941936789			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Mar, 2025 03:24:50 AM	30 Mar, 2025 03:36:15 AM	28 Mar, 2025 08:46:58 PM	0:05:44		Internal
621941936789			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Mar, 2025 03:24:50 AM	30 Mar, 2025 03:36:15 AM	28 Mar, 2025 08:46:58 PM	0:05:44		Internal
621941936789			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		30 Mar, 2025 03:24:50 AM	30 Mar, 2025 03:36:15 AM	28 Mar, 2025 08:46:58 PM	0:05:44		Internal
621941936789			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Mar, 2025 03:24:50 AM	30 Mar, 2025 03:36:15 AM	28 Mar, 2025 08:46:58 PM	0:05:44		Internal
621941936789			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Mar, 2025 03:24:50 AM	30 Mar, 2025 03:36:15 AM	28 Mar, 2025 08:46:58 PM	0:05:44		Internal
621941936789			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Mar, 2025 03:24:50 AM	30 Mar, 2025 03:36:15 AM	28 Mar, 2025 08:46:58 PM	0:05:44		Internal
621941931190			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Mar, 2025 03:49:01 AM	30 Mar, 2025 04:00:57 AM	28 Mar, 2025 08:17:42 PM	0:02:42		Internal
621941931190			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Mar, 2025 03:49:01 AM	30 Mar, 2025 04:00:57 AM	28 Mar, 2025 08:17:42 PM	0:02:42		Internal
621941931190			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Mar, 2025 03:49:01 AM	30 Mar, 2025 04:00:57 AM	28 Mar, 2025 08:17:42 PM	0:02:42		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621941931190	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	30 Mar, 2025 03:49:01 AM	30 Mar, 2025 04:00:57 AM	28 Mar, 2025 08:17:42 PM	0:02:42		Internal
621941931190			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	30 Mar, 2025 03:49:01 AM	30 Mar, 2025 04:00:57 AM	28 Mar, 2025 08:17:42 PM	0:02:42		Internal
621941931190			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	30 Mar, 2025 03:49:01 AM	30 Mar, 2025 04:00:57 AM	28 Mar, 2025 08:17:42 PM	0:02:42		Internal
621941931190			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	30 Mar, 2025 03:49:01 AM	30 Mar, 2025 04:00:57 AM	28 Mar, 2025 08:17:42 PM	0:02:42		Internal
621941931190			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	30 Mar, 2025 03:49:01 AM	30 Mar, 2025 04:00:57 AM	28 Mar, 2025 08:17:42 PM	0:02:42		Internal
621941931190			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	30 Mar, 2025 03:49:01 AM	30 Mar, 2025 04:00:57 AM	28 Mar, 2025 08:17:42 PM	0:02:42		Internal
621941931190			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	30 Mar, 2025 03:49:01 AM	30 Mar, 2025 04:00:57 AM	28 Mar, 2025 08:17:42 PM	0:02:42		Internal
621941931190			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	30 Mar, 2025 03:49:01 AM	30 Mar, 2025 04:00:57 AM	28 Mar, 2025 08:17:42 PM	0:02:42		Internal
621941931190			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	30 Mar, 2025 03:49:01 AM	30 Mar, 2025 04:00:57 AM	28 Mar, 2025 08:17:42 PM	0:02:42		Internal
621941931190			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	30 Mar, 2025 03:49:01 AM	30 Mar, 2025 04:00:57 AM	28 Mar, 2025 08:17:42 PM	0:02:42		Internal
621941931190			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	30 Mar, 2025 03:49:01 AM	30 Mar, 2025 04:00:57 AM	28 Mar, 2025 08:17:42 PM	0:02:42		Internal
621941931190			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	30 Mar, 2025 03:49:01 AM	30 Mar, 2025 04:00:57 AM	28 Mar, 2025 08:17:42 PM	0:02:42		Internal
621941931190			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	30 Mar, 2025 03:49:01 AM	30 Mar, 2025 04:00:57 AM	28 Mar, 2025 08:17:42 PM	0:02:42		Internal
621941931190			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	30 Mar, 2025 03:49:01 AM	30 Mar, 2025 04:00:57 AM	28 Mar, 2025 08:17:42 PM	0:02:42		Internal
621941931190			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	30 Mar, 2025 03:49:01 AM	30 Mar, 2025 04:00:57 AM	28 Mar, 2025 08:17:42 PM	0:02:42		Internal
621941931190			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	30 Mar, 2025 03:49:01 AM	30 Mar, 2025 04:00:57 AM	28 Mar, 2025 08:17:42 PM	0:02:42		Internal
621941812623			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	30 Mar, 2025 07:50:03 PM	30 Mar, 2025 08:07:48 PM	28 Mar, 2025 12:44:58 PM	0:06:46		Internal
621941812623			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	30 Mar, 2025 07:50:03 PM	30 Mar, 2025 08:07:48 PM	28 Mar, 2025 12:44:58 PM	0:06:46		Internal
621941812623			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	30 Mar, 2025 07:50:03 PM	30 Mar, 2025 08:07:48 PM	28 Mar, 2025 12:44:58 PM	0:06:46		Internal
621941812623			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	30 Mar, 2025 07:50:03 PM	30 Mar, 2025 08:07:48 PM	28 Mar, 2025 12:44:58 PM	0:06:46		Internal
621941812623			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	30 Mar, 2025 07:50:03 PM	30 Mar, 2025 08:07:48 PM	28 Mar, 2025 12:44:58 PM	0:06:46		Internal
621941812623			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	30 Mar, 2025 07:50:03 PM	30 Mar, 2025 08:07:48 PM	28 Mar, 2025 12:44:58 PM	0:06:46		Internal
621941812623			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	30 Mar, 2025 07:50:03 PM	30 Mar, 2025 08:07:48 PM	28 Mar, 2025 12:44:58 PM	0:06:46		Internal
621941812623			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	30 Mar, 2025 07:50:03 PM	30 Mar, 2025 08:07:48 PM	28 Mar, 2025 12:44:58 PM	0:06:46		Internal
621941812623			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	30 Mar, 2025 07:50:03 PM	30 Mar, 2025 08:07:48 PM	28 Mar, 2025 12:44:58 PM	0:06:46		Internal
621941812623			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	30 Mar, 2025 07:50:03 PM	30 Mar, 2025 08:07:48 PM	28 Mar, 2025 12:44:58 PM	0:06:46		Internal
621941812623			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	30 Mar, 2025 07:50:03 PM	30 Mar, 2025 08:07:48 PM	28 Mar, 2025 12:44:58 PM	0:06:46		Internal
621941812623			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	30 Mar, 2025 07:50:03 PM	30 Mar, 2025 08:07:48 PM	28 Mar, 2025 12:44:58 PM	0:06:46		Internal
621941812623			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	30 Mar, 2025 07:50:03 PM	30 Mar, 2025 08:07:48 PM	28 Mar, 2025 12:44:58 PM	0:06:46		Internal
621941812623			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	30 Mar, 2025 07:50:03 PM	30 Mar, 2025 08:07:48 PM	28 Mar, 2025 12:44:58 PM	0:06:46		Internal
621941812623			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	30 Mar, 2025 07:50:03 PM	30 Mar, 2025 08:07:48 PM	28 Mar, 2025 12:44:58 PM	0:06:46		Internal
621941812623			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	30 Mar, 2025 07:50:03 PM	30 Mar, 2025 08:07:48 PM	28 Mar, 2025 12:44:58 PM	0:06:46		Internal
621941812623			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	30 Mar, 2025 07:50:03 PM	30 Mar, 2025 08:07:48 PM	28 Mar, 2025 12:44:58 PM	0:06:46		Internal
621941812623			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	30 Mar, 2025 07:50:03 PM	30 Mar, 2025 08:07:48 PM	28 Mar, 2025 12:44:58 PM	0:06:46		Internal
621941812623			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	30 Mar, 2025 07:50:03 PM	30 Mar, 2025 08:07:48 PM	28 Mar, 2025 12:44:58 PM	0:06:46		Internal
621941812623			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	30 Mar, 2025 07:50:03 PM	30 Mar, 2025 08:07:48 PM	28 Mar, 2025 12:44:58 PM	0:06:46		Internal
621941812623			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	30 Mar, 2025 07:50:03 PM	30 Mar, 2025 08:07:48 PM	28 Mar, 2025 12:44:58 PM	0:06:46		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621941812623	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	30 Mar, 2025 07:50:03 PM	30 Mar, 2025 08:07:48 PM	28 Mar, 2025 12:44:58 PM	0:06:46		Internal
621941812623			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Mar, 2025 07:50:03 PM	30 Mar, 2025 08:07:48 PM	28 Mar, 2025 12:44:58 PM	0:06:46		Internal
621941812623			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Mar, 2025 07:50:03 PM	30 Mar, 2025 08:07:48 PM	28 Mar, 2025 12:44:58 PM	0:06:46		Internal
621941812623			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Mar, 2025 07:50:03 PM	30 Mar, 2025 08:07:48 PM	28 Mar, 2025 12:44:58 PM	0:06:46		Internal
621941812623			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Mar, 2025 07:50:03 PM	30 Mar, 2025 08:07:48 PM	28 Mar, 2025 12:44:58 PM	0:06:46		Internal
621941812623			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Mar, 2025 07:50:03 PM	30 Mar, 2025 08:07:48 PM	28 Mar, 2025 12:44:58 PM	0:06:46		Internal
621941812623			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Mar, 2025 07:50:03 PM	30 Mar, 2025 08:07:48 PM	28 Mar, 2025 12:44:58 PM	0:06:46		Internal
621941812623			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Mar, 2025 07:50:03 PM	30 Mar, 2025 08:07:48 PM	28 Mar, 2025 12:44:58 PM	0:06:46		Internal
621941812623			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		30 Mar, 2025 07:50:03 PM	30 Mar, 2025 08:07:48 PM	28 Mar, 2025 12:44:58 PM	0:06:46		Internal
621941812623			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Mar, 2025 07:50:03 PM	30 Mar, 2025 08:07:48 PM	28 Mar, 2025 12:44:58 PM	0:06:46		Internal
621941812623			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Mar, 2025 07:50:03 PM	30 Mar, 2025 08:07:48 PM	28 Mar, 2025 12:44:58 PM	0:06:46		Internal
621941812623			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Mar, 2025 07:50:03 PM	30 Mar, 2025 08:07:48 PM	28 Mar, 2025 12:44:58 PM	0:06:46		Internal
621941953819			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Mar, 2025 09:22:13 PM	30 Mar, 2025 09:39:12 PM	28 Mar, 2025 09:56:31 PM	0:02:38		Internal
621941953819			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Mar, 2025 09:22:13 PM	30 Mar, 2025 09:39:12 PM	28 Mar, 2025 09:56:31 PM	0:02:38		Internal
621941953819			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Mar, 2025 09:22:13 PM	30 Mar, 2025 09:39:12 PM	28 Mar, 2025 09:56:31 PM	0:02:38		Internal
621941953819			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Mar, 2025 09:22:13 PM	30 Mar, 2025 09:39:12 PM	28 Mar, 2025 09:56:31 PM	0:02:38		Internal
621941953819			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Mar, 2025 09:22:13 PM	30 Mar, 2025 09:39:12 PM	28 Mar, 2025 09:56:31 PM	0:02:38		Internal
621941953819			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Mar, 2025 09:22:13 PM	30 Mar, 2025 09:39:12 PM	28 Mar, 2025 09:56:31 PM	0:02:38		Internal
621941953819			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Mar, 2025 09:22:13 PM	30 Mar, 2025 09:39:12 PM	28 Mar, 2025 09:56:31 PM	0:02:38		Internal
621941953819			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Mar, 2025 09:22:13 PM	30 Mar, 2025 09:39:12 PM	28 Mar, 2025 09:56:31 PM	0:02:38		Internal
621941953819			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Mar, 2025 09:22:13 PM	30 Mar, 2025 09:39:12 PM	28 Mar, 2025 09:56:31 PM	0:02:38		Internal
621941953819			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Mar, 2025 09:22:13 PM	30 Mar, 2025 09:39:12 PM	28 Mar, 2025 09:56:31 PM	0:02:38		Internal
621941953819			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Mar, 2025 09:22:13 PM	30 Mar, 2025 09:39:12 PM	28 Mar, 2025 09:56:31 PM	0:02:38		Internal
621941953819			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Mar, 2025 09:22:13 PM	30 Mar, 2025 09:39:12 PM	28 Mar, 2025 09:56:31 PM	0:02:38		Internal
621941953819			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Mar, 2025 09:22:13 PM	30 Mar, 2025 09:39:12 PM	28 Mar, 2025 09:56:31 PM	0:02:38		Internal
621941953819			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Mar, 2025 09:22:13 PM	30 Mar, 2025 09:39:12 PM	28 Mar, 2025 09:56:31 PM	0:02:38		Internal
621941953819			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Mar, 2025 09:22:13 PM	30 Mar, 2025 09:39:12 PM	28 Mar, 2025 09:56:31 PM	0:02:38		Internal
621941953819			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Mar, 2025 09:22:13 PM	30 Mar, 2025 09:39:12 PM	28 Mar, 2025 09:56:31 PM	0:02:38		Internal
621941953819			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Mar, 2025 09:22:13 PM	30 Mar, 2025 09:39:12 PM	28 Mar, 2025 09:56:31 PM	0:02:38		Internal
621941953819			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Mar, 2025 09:22:13 PM	30 Mar, 2025 09:39:12 PM	28 Mar, 2025 09:56:31 PM	0:02:38		Internal
621941953819			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Mar, 2025 09:22:13 PM	30 Mar, 2025 09:39:12 PM	28 Mar, 2025 09:56:31 PM	0:02:38		Internal
621941953819			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Mar, 2025 09:22:13 PM	30 Mar, 2025 09:39:12 PM	28 Mar, 2025 09:56:31 PM	0:02:38		Internal
621941953819			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Mar, 2025 09:22:13 PM	30 Mar, 2025 09:39:12 PM	28 Mar, 2025 09:56:31 PM	0:02:38		Internal
621941953819			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Mar, 2025 09:22:13 PM	30 Mar, 2025 09:39:12 PM	28 Mar, 2025 09:56:31 PM	0:02:38		Internal
621941953819			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		30 Mar, 2025 09:22:13 PM	30 Mar, 2025 09:39:12 PM	28 Mar, 2025 09:56:31 PM	0:02:38		Internal
621941953819			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Mar, 2025 09:22:13 PM	30 Mar, 2025 09:39:12 PM	28 Mar, 2025 09:56:31 PM	0:02:38		Internal
621941953819			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Mar, 2025 09:22:13 PM	30 Mar, 2025 09:39:12 PM	28 Mar, 2025 09:56:31 PM	0:02:38		Internal
621941953819			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Mar, 2025 09:22:13 PM	30 Mar, 2025 09:39:12 PM	28 Mar, 2025 09:56:31 PM	0:02:38		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597058237414	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	[redacted]	18 Mar, 2025 02:01:08 PM	31 Mar, 2025 12:13:07 AM	17 Mar, 2025 02:48:45 PM	0:05:02		Internal
597058237414			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Mar, 2025 02:01:08 PM	31 Mar, 2025 12:13:07 AM	17 Mar, 2025 02:48:45 PM	0:05:02		Internal
597058237414			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Mar, 2025 02:01:08 PM	31 Mar, 2025 12:13:07 AM	17 Mar, 2025 02:48:45 PM	0:05:02		Internal
597058237414			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Mar, 2025 02:01:08 PM	31 Mar, 2025 12:13:07 AM	17 Mar, 2025 02:48:45 PM	0:05:02		Internal
597058237414			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Mar, 2025 02:01:08 PM	31 Mar, 2025 12:13:07 AM	17 Mar, 2025 02:48:45 PM	0:05:02		Internal
597058237414			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Mar, 2025 02:01:08 PM	31 Mar, 2025 12:13:07 AM	17 Mar, 2025 02:48:45 PM	0:05:02		Internal
597058237414			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Mar, 2025 02:01:08 PM	31 Mar, 2025 12:13:07 AM	17 Mar, 2025 02:48:45 PM	0:05:02		Internal
597058237414			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Mar, 2025 02:01:08 PM	31 Mar, 2025 12:13:07 AM	17 Mar, 2025 02:48:45 PM	0:05:02		Internal
597058237414			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Mar, 2025 02:01:08 PM	31 Mar, 2025 12:13:07 AM	17 Mar, 2025 02:48:45 PM	0:05:02		Internal
597058237414			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Mar, 2025 02:01:08 PM	31 Mar, 2025 12:13:07 AM	17 Mar, 2025 02:48:45 PM	0:05:02		Internal
597058237414			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Mar, 2025 02:01:08 PM	31 Mar, 2025 12:13:07 AM	17 Mar, 2025 02:48:45 PM	0:05:02		Internal
597058237414			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Mar, 2025 02:01:08 PM	31 Mar, 2025 12:13:07 AM	17 Mar, 2025 02:48:45 PM	0:05:02		Internal
597058237414			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Mar, 2025 02:01:08 PM	31 Mar, 2025 12:13:07 AM	17 Mar, 2025 02:48:45 PM	0:05:02		Internal
597058237414			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Mar, 2025 02:01:08 PM	31 Mar, 2025 12:13:07 AM	17 Mar, 2025 02:48:45 PM	0:05:02		Internal
597058237414			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Mar, 2025 02:01:08 PM	31 Mar, 2025 12:13:07 AM	17 Mar, 2025 02:48:45 PM	0:05:02		Internal
597058237414			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Mar, 2025 02:01:08 PM	31 Mar, 2025 12:13:07 AM	17 Mar, 2025 02:48:45 PM	0:05:02		Internal
597058237414			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Mar, 2025 02:01:08 PM	31 Mar, 2025 12:13:07 AM	17 Mar, 2025 02:48:45 PM	0:05:02		Internal
597058237414			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Mar, 2025 02:01:08 PM	31 Mar, 2025 12:13:07 AM	17 Mar, 2025 02:48:45 PM	0:05:02		Internal
597058237414			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Mar, 2025 02:01:08 PM	31 Mar, 2025 12:13:07 AM	17 Mar, 2025 02:48:45 PM	0:05:02		Internal
597058237414			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Mar, 2025 02:01:08 PM	31 Mar, 2025 12:13:07 AM	17 Mar, 2025 02:48:45 PM	0:05:02		Internal
597058237414			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Mar, 2025 02:01:08 PM	31 Mar, 2025 12:13:07 AM	17 Mar, 2025 02:48:45 PM	0:05:02		Internal
597058237414			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Mar, 2025 02:01:08 PM	31 Mar, 2025 12:13:07 AM	17 Mar, 2025 02:48:45 PM	0:05:02		Internal
597058237414			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		18 Mar, 2025 02:01:08 PM	31 Mar, 2025 12:13:07 AM	17 Mar, 2025 02:48:45 PM	0:05:02		Internal
597058237414			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Mar, 2025 02:01:08 PM	31 Mar, 2025 12:13:07 AM	17 Mar, 2025 02:48:45 PM	0:05:02		Internal
597058237414			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Mar, 2025 02:01:08 PM	31 Mar, 2025 12:13:07 AM	17 Mar, 2025 02:48:45 PM	0:05:02		Internal
597058237414			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Mar, 2025 02:01:08 PM	31 Mar, 2025 12:13:07 AM	17 Mar, 2025 02:48:45 PM	0:05:02		Internal
621941568294			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Mar, 2025 04:31:55 PM	31 Mar, 2025 12:46:57 AM	26 Mar, 2025 06:12:57 PM	0:05:55		Internal
621941568294			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Mar, 2025 04:31:55 PM	31 Mar, 2025 12:46:57 AM	26 Mar, 2025 06:12:57 PM	0:05:55		Internal
621941568294			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Mar, 2025 04:31:55 PM	31 Mar, 2025 12:46:57 AM	26 Mar, 2025 06:12:57 PM	0:05:55		Internal
621941568294			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Mar, 2025 04:31:55 PM	31 Mar, 2025 12:46:57 AM	26 Mar, 2025 06:12:57 PM	0:05:55		Internal
621941568294			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Mar, 2025 04:31:55 PM	31 Mar, 2025 12:46:57 AM	26 Mar, 2025 06:12:57 PM	0:05:55		Internal
621941568294			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Mar, 2025 04:31:55 PM	31 Mar, 2025 12:46:57 AM	26 Mar, 2025 06:12:57 PM	0:05:55		Internal
621941568294			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Mar, 2025 04:31:55 PM	31 Mar, 2025 12:46:57 AM	26 Mar, 2025 06:12:57 PM	0:05:55		Internal
621941568294			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Mar, 2025 04:31:55 PM	31 Mar, 2025 12:46:57 AM	26 Mar, 2025 06:12:57 PM	0:05:55		Internal
621941568294			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Mar, 2025 04:31:55 PM	31 Mar, 2025 12:46:57 AM	26 Mar, 2025 06:12:57 PM	0:05:55		Internal
621941568294			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Mar, 2025 04:31:55 PM	31 Mar, 2025 12:46:57 AM	26 Mar, 2025 06:12:57 PM	0:05:55		Internal
621941568294			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Mar, 2025 04:31:55 PM	31 Mar, 2025 12:46:57 AM	26 Mar, 2025 06:12:57 PM	0:05:55		Internal
621941568294			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Mar, 2025 04:31:55 PM	31 Mar, 2025 12:46:57 AM	26 Mar, 2025 06:12:57 PM	0:05:55		Internal
621941568294			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Mar, 2025 04:31:55 PM	31 Mar, 2025 12:46:57 AM	26 Mar, 2025 06:12:57 PM	0:05:55		Internal
621941568294			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Mar, 2025 04:31:55 PM	31 Mar, 2025 12:46:57 AM	26 Mar, 2025 06:12:57 PM	0:05:55		Internal
621941568294			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Mar, 2025 04:31:55 PM	31 Mar, 2025 12:46:57 AM	26 Mar, 2025 06:12:57 PM	0:05:55		Internal
621941568294			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Mar, 2025 04:31:55 PM	31 Mar, 2025 12:46:57 AM	26 Mar, 2025 06:12:57 PM	0:05:55		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621941568294	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	[redacted]	27 Mar, 2025 04:31:55 PM	31 Mar, 2025 12:46:57 AM	26 Mar, 2025 06:12:57 PM	0:05:55		Internal
621941568294			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Mar, 2025 04:31:55 PM	31 Mar, 2025 12:46:57 AM	26 Mar, 2025 06:12:57 PM	0:05:55		Internal
621941568294			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Mar, 2025 04:31:55 PM	31 Mar, 2025 12:46:57 AM	26 Mar, 2025 06:12:57 PM	0:05:55		Internal
621941568294			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Mar, 2025 04:31:55 PM	31 Mar, 2025 12:46:57 AM	26 Mar, 2025 06:12:57 PM	0:05:55		Internal
621941568294			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Mar, 2025 04:31:55 PM	31 Mar, 2025 12:46:57 AM	26 Mar, 2025 06:12:57 PM	0:05:55		Internal
621941568294			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Mar, 2025 04:31:55 PM	31 Mar, 2025 12:46:57 AM	26 Mar, 2025 06:12:57 PM	0:05:55		Internal
621941568294			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		27 Mar, 2025 04:31:55 PM	31 Mar, 2025 12:46:57 AM	26 Mar, 2025 06:12:57 PM	0:05:55		Internal
621941568294			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Mar, 2025 04:31:55 PM	31 Mar, 2025 12:46:57 AM	26 Mar, 2025 06:12:57 PM	0:05:55		Internal
621941568294			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Mar, 2025 04:31:55 PM	31 Mar, 2025 12:46:57 AM	26 Mar, 2025 06:12:57 PM	0:05:55		Internal
621941568294			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Mar, 2025 04:31:55 PM	31 Mar, 2025 12:46:57 AM	26 Mar, 2025 06:12:57 PM	0:05:55		Internal
596115938852			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Mar, 2025 03:00:47 PM	31 Mar, 2025 01:05:02 AM	06 Mar, 2025 09:57:47 PM	0:03:29		Internal
596115938852			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Mar, 2025 03:00:47 PM	31 Mar, 2025 01:05:02 AM	06 Mar, 2025 09:57:47 PM	0:03:29		Internal
596115938852			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Mar, 2025 03:00:47 PM	31 Mar, 2025 01:05:02 AM	06 Mar, 2025 09:57:47 PM	0:03:29		Internal
596115938852			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Mar, 2025 03:00:47 PM	31 Mar, 2025 01:05:02 AM	06 Mar, 2025 09:57:47 PM	0:03:29		Internal
596115938852			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Mar, 2025 03:00:47 PM	31 Mar, 2025 01:05:02 AM	06 Mar, 2025 09:57:47 PM	0:03:29		Internal
596115938852			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Mar, 2025 03:00:47 PM	31 Mar, 2025 01:05:02 AM	06 Mar, 2025 09:57:47 PM	0:03:29		Internal
596115938852			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Mar, 2025 03:00:47 PM	31 Mar, 2025 01:05:02 AM	06 Mar, 2025 09:57:47 PM	0:03:29		Internal
596115938852			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Mar, 2025 03:00:47 PM	31 Mar, 2025 01:05:02 AM	06 Mar, 2025 09:57:47 PM	0:03:29		Internal
596115938852			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Mar, 2025 03:00:47 PM	31 Mar, 2025 01:05:02 AM	06 Mar, 2025 09:57:47 PM	0:03:29		Internal
596115938852			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Mar, 2025 03:00:47 PM	31 Mar, 2025 01:05:02 AM	06 Mar, 2025 09:57:47 PM	0:03:29		Internal
596115938852			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Mar, 2025 03:00:47 PM	31 Mar, 2025 01:05:02 AM	06 Mar, 2025 09:57:47 PM	0:03:29		Internal
596115938852			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Mar, 2025 03:00:47 PM	31 Mar, 2025 01:05:02 AM	06 Mar, 2025 09:57:47 PM	0:03:29		Internal
596115938852			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Mar, 2025 03:00:47 PM	31 Mar, 2025 01:05:02 AM	06 Mar, 2025 09:57:47 PM	0:03:29		Internal
596115938852			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Mar, 2025 03:00:47 PM	31 Mar, 2025 01:05:02 AM	06 Mar, 2025 09:57:47 PM	0:03:29		Internal
596115938852			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Mar, 2025 03:00:47 PM	31 Mar, 2025 01:05:02 AM	06 Mar, 2025 09:57:47 PM	0:03:29		Internal
596115938852			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Mar, 2025 03:00:47 PM	31 Mar, 2025 01:05:02 AM	06 Mar, 2025 09:57:47 PM	0:03:29		Internal
596115938852			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Mar, 2025 03:00:47 PM	31 Mar, 2025 01:05:02 AM	06 Mar, 2025 09:57:47 PM	0:03:29		Internal
596115938852			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Mar, 2025 03:00:47 PM	31 Mar, 2025 01:05:02 AM	06 Mar, 2025 09:57:47 PM	0:03:29		Internal
596115938852			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Mar, 2025 03:00:47 PM	31 Mar, 2025 01:05:02 AM	06 Mar, 2025 09:57:47 PM	0:03:29		Internal
596115938852			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Mar, 2025 03:00:47 PM	31 Mar, 2025 01:05:02 AM	06 Mar, 2025 09:57:47 PM	0:03:29		Internal
596115938852			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Mar, 2025 03:00:47 PM	31 Mar, 2025 01:05:02 AM	06 Mar, 2025 09:57:47 PM	0:03:29		Internal
596115938852			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Mar, 2025 03:00:47 PM	31 Mar, 2025 01:05:02 AM	06 Mar, 2025 09:57:47 PM	0:03:29		Internal
596115938852			CTE_Bus_Solar		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		07 Mar, 2025 03:00:47 PM	31 Mar, 2025 01:05:02 AM	06 Mar, 2025 09:57:47 PM	0:03:29		Internal
596115938852			CTE_Bus_Solar		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Mar, 2025 03:00:47 PM	31 Mar, 2025 01:05:02 AM	06 Mar, 2025 09:57:47 PM	0:03:29		Internal
596115938852			CTE_Bus_Solar		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Mar, 2025 03:00:47 PM	31 Mar, 2025 01:05:02 AM	06 Mar, 2025 09:57:47 PM	0:03:29		Internal
596115938852			CTE_Bus_Solar		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Mar, 2025 03:00:47 PM	31 Mar, 2025 01:05:02 AM	06 Mar, 2025 09:57:47 PM	0:03:29		Internal
597059477922			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 Mar, 2025 01:34:26 AM	31 Mar, 2025 01:49:02 AM	26 Mar, 2025 12:53:28 PM	0:06:32		Internal
597059477922			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 Mar, 2025 01:34:26 AM	31 Mar, 2025 01:49:02 AM	26 Mar, 2025 12:53:28 PM	0:06:32		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597059477922	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	[redacted]	31 Mar, 2025 01:34:26 AM	31 Mar, 2025 01:49:02 AM	26 Mar, 2025 12:53:28 PM	0:06:32		Internal
597059477922			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 Mar, 2025 01:34:26 AM	31 Mar, 2025 01:49:02 AM	26 Mar, 2025 12:53:28 PM	0:06:32		Internal
597059477922			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 Mar, 2025 01:34:26 AM	31 Mar, 2025 01:49:02 AM	26 Mar, 2025 12:53:28 PM	0:06:32		Internal
597059477922			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 Mar, 2025 01:34:26 AM	31 Mar, 2025 01:49:02 AM	26 Mar, 2025 12:53:28 PM	0:06:32		Internal
597059477922			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 Mar, 2025 01:34:26 AM	31 Mar, 2025 01:49:02 AM	26 Mar, 2025 12:53:28 PM	0:06:32		Internal
597059477922			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 Mar, 2025 01:34:26 AM	31 Mar, 2025 01:49:02 AM	26 Mar, 2025 12:53:28 PM	0:06:32		Internal
597059477922			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 Mar, 2025 01:34:26 AM	31 Mar, 2025 01:49:02 AM	26 Mar, 2025 12:53:28 PM	0:06:32		Internal
597059477922			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 Mar, 2025 01:34:26 AM	31 Mar, 2025 01:49:02 AM	26 Mar, 2025 12:53:28 PM	0:06:32		Internal
597059477922			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		31 Mar, 2025 01:34:26 AM	31 Mar, 2025 01:49:02 AM	26 Mar, 2025 12:53:28 PM	0:06:32		Internal
597059477922			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 Mar, 2025 01:34:26 AM	31 Mar, 2025 01:49:02 AM	26 Mar, 2025 12:53:28 PM	0:06:32		Internal
597059477922			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 Mar, 2025 01:34:26 AM	31 Mar, 2025 01:49:02 AM	26 Mar, 2025 12:53:28 PM	0:06:32		Internal
597059477922			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 Mar, 2025 01:34:26 AM	31 Mar, 2025 01:49:02 AM	26 Mar, 2025 12:53:28 PM	0:06:32		Internal
597059477922			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 Mar, 2025 01:34:26 AM	31 Mar, 2025 01:49:02 AM	26 Mar, 2025 12:53:28 PM	0:06:32		Internal
597059477922			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 Mar, 2025 01:34:26 AM	31 Mar, 2025 01:49:02 AM	26 Mar, 2025 12:53:28 PM	0:06:32		Internal
597059477922			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 Mar, 2025 01:34:26 AM	31 Mar, 2025 01:49:02 AM	26 Mar, 2025 12:53:28 PM	0:06:32		Internal
597059477922			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 Mar, 2025 01:34:26 AM	31 Mar, 2025 01:49:02 AM	26 Mar, 2025 12:53:28 PM	0:06:32		Internal
597059477922			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		31 Mar, 2025 01:34:26 AM	31 Mar, 2025 01:49:02 AM	26 Mar, 2025 12:53:28 PM	0:06:32		Internal
597059477922			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 Mar, 2025 01:34:26 AM	31 Mar, 2025 01:49:02 AM	26 Mar, 2025 12:53:28 PM	0:06:32		Internal
597059477922			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 Mar, 2025 01:34:26 AM	31 Mar, 2025 01:49:02 AM	26 Mar, 2025 12:53:28 PM	0:06:32		Internal
597059477922			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 Mar, 2025 01:34:26 AM	31 Mar, 2025 01:49:02 AM	26 Mar, 2025 12:53:28 PM	0:06:32		Internal
597059477922			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		31 Mar, 2025 01:34:26 AM	31 Mar, 2025 01:49:02 AM	26 Mar, 2025 12:53:28 PM	0:06:32		Internal
597059477922			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 Mar, 2025 01:34:26 AM	31 Mar, 2025 01:49:02 AM	26 Mar, 2025 12:53:28 PM	0:06:32		Internal
597059477922			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 Mar, 2025 01:34:26 AM	31 Mar, 2025 01:49:02 AM	26 Mar, 2025 12:53:28 PM	0:06:32		Internal
597059477922			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 Mar, 2025 01:34:26 AM	31 Mar, 2025 01:49:02 AM	26 Mar, 2025 12:53:28 PM	0:06:32		Internal
597057619979			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Mar, 2025 05:31:14 PM	31 Mar, 2025 01:58:57 AM	11 Mar, 2025 08:43:35 PM	0:05:21		Internal
597057619979			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Mar, 2025 05:31:14 PM	31 Mar, 2025 01:58:57 AM	11 Mar, 2025 08:43:35 PM	0:05:21		Internal
597057619979			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Mar, 2025 05:31:14 PM	31 Mar, 2025 01:58:57 AM	11 Mar, 2025 08:43:35 PM	0:05:21		Internal
597057619979			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Mar, 2025 05:31:14 PM	31 Mar, 2025 01:58:57 AM	11 Mar, 2025 08:43:35 PM	0:05:21		Internal
597057619979			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Mar, 2025 05:31:14 PM	31 Mar, 2025 01:58:57 AM	11 Mar, 2025 08:43:35 PM	0:05:21		Internal
597057619979			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Mar, 2025 05:31:14 PM	31 Mar, 2025 01:58:57 AM	11 Mar, 2025 08:43:35 PM	0:05:21		Internal
597057619979			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Mar, 2025 05:31:14 PM	31 Mar, 2025 01:58:57 AM	11 Mar, 2025 08:43:35 PM	0:05:21		Internal
597057619979			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Mar, 2025 05:31:14 PM	31 Mar, 2025 01:58:57 AM	11 Mar, 2025 08:43:35 PM	0:05:21		Internal
597057619979			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Mar, 2025 05:31:14 PM	31 Mar, 2025 01:58:57 AM	11 Mar, 2025 08:43:35 PM	0:05:21		Internal
597057619979			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Mar, 2025 05:31:14 PM	31 Mar, 2025 01:58:57 AM	11 Mar, 2025 08:43:35 PM	0:05:21		Internal
597057619979			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Mar, 2025 05:31:14 PM	31 Mar, 2025 01:58:57 AM	11 Mar, 2025 08:43:35 PM	0:05:21		Internal
597057619979			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Mar, 2025 05:31:14 PM	31 Mar, 2025 01:58:57 AM	11 Mar, 2025 08:43:35 PM	0:05:21		Internal
597057619979			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Mar, 2025 05:31:14 PM	31 Mar, 2025 01:58:57 AM	11 Mar, 2025 08:43:35 PM	0:05:21		Internal
597057619979			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Mar, 2025 05:31:14 PM	31 Mar, 2025 01:58:57 AM	11 Mar, 2025 08:43:35 PM	0:05:21		Internal
597057619979			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Mar, 2025 05:31:14 PM	31 Mar, 2025 01:58:57 AM	11 Mar, 2025 08:43:35 PM	0:05:21		Internal
597057619979			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Mar, 2025 05:31:14 PM	31 Mar, 2025 01:58:57 AM	11 Mar, 2025 08:43:35 PM	0:05:21		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597057619979	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	[redacted]	12 Mar, 2025 05:31:14 PM	31 Mar, 2025 01:58:57 AM	11 Mar, 2025 08:43:35 PM	0:05:21		Internal
597057619979			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Mar, 2025 05:31:14 PM	31 Mar, 2025 01:58:57 AM	11 Mar, 2025 08:43:35 PM	0:05:21		Internal
597057619979			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Mar, 2025 05:31:14 PM	31 Mar, 2025 01:58:57 AM	11 Mar, 2025 08:43:35 PM	0:05:21		Internal
597057619979			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Mar, 2025 05:31:14 PM	31 Mar, 2025 01:58:57 AM	11 Mar, 2025 08:43:35 PM	0:05:21		Internal
597057619979			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Mar, 2025 05:31:14 PM	31 Mar, 2025 01:58:57 AM	11 Mar, 2025 08:43:35 PM	0:05:21		Internal
597057619979			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Mar, 2025 05:31:14 PM	31 Mar, 2025 01:58:57 AM	11 Mar, 2025 08:43:35 PM	0:05:21		Internal
597057619979			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		12 Mar, 2025 05:31:14 PM	31 Mar, 2025 01:58:57 AM	11 Mar, 2025 08:43:35 PM	0:05:21		Internal
597057619979			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Mar, 2025 05:31:14 PM	31 Mar, 2025 01:58:57 AM	11 Mar, 2025 08:43:35 PM	0:05:21		Internal
597057619979			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Mar, 2025 05:31:14 PM	31 Mar, 2025 01:58:57 AM	11 Mar, 2025 08:43:35 PM	0:05:21		Internal
597057619979			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Mar, 2025 05:31:14 PM	31 Mar, 2025 01:58:57 AM	11 Mar, 2025 08:43:35 PM	0:05:21		Internal
621941898069			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 Mar, 2025 11:41:38 AM	31 Mar, 2025 12:12:31 PM	28 Mar, 2025 06:02:52 PM	0:06:34		Internal
621941898069			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 Mar, 2025 11:41:38 AM	31 Mar, 2025 12:12:31 PM	28 Mar, 2025 06:02:52 PM	0:06:34		Internal
621941898069			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 Mar, 2025 11:41:38 AM	31 Mar, 2025 12:12:31 PM	28 Mar, 2025 06:02:52 PM	0:06:34		Internal
621941898069			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 Mar, 2025 11:41:38 AM	31 Mar, 2025 12:12:31 PM	28 Mar, 2025 06:02:52 PM	0:06:34		Internal
621941898069			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 Mar, 2025 11:41:38 AM	31 Mar, 2025 12:12:31 PM	28 Mar, 2025 06:02:52 PM	0:06:34		Internal
621941898069			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 Mar, 2025 11:41:38 AM	31 Mar, 2025 12:12:31 PM	28 Mar, 2025 06:02:52 PM	0:06:34		Internal
621941898069			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 Mar, 2025 11:41:38 AM	31 Mar, 2025 12:12:31 PM	28 Mar, 2025 06:02:52 PM	0:06:34		Internal
621941898069			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 Mar, 2025 11:41:38 AM	31 Mar, 2025 12:12:31 PM	28 Mar, 2025 06:02:52 PM	0:06:34		Internal
621941898069			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 Mar, 2025 11:41:38 AM	31 Mar, 2025 12:12:31 PM	28 Mar, 2025 06:02:52 PM	0:06:34		Internal
621941898069			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 Mar, 2025 11:41:38 AM	31 Mar, 2025 12:12:31 PM	28 Mar, 2025 06:02:52 PM	0:06:34		Internal
621941898069			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		31 Mar, 2025 11:41:38 AM	31 Mar, 2025 12:12:31 PM	28 Mar, 2025 06:02:52 PM	0:06:34		Internal
621941898069			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 Mar, 2025 11:41:38 AM	31 Mar, 2025 12:12:31 PM	28 Mar, 2025 06:02:52 PM	0:06:34		Internal
621941898069			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 Mar, 2025 11:41:38 AM	31 Mar, 2025 12:12:31 PM	28 Mar, 2025 06:02:52 PM	0:06:34		Internal
621941898069			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 Mar, 2025 11:41:38 AM	31 Mar, 2025 12:12:31 PM	28 Mar, 2025 06:02:52 PM	0:06:34		Internal
621941898069			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 Mar, 2025 11:41:38 AM	31 Mar, 2025 12:12:31 PM	28 Mar, 2025 06:02:52 PM	0:06:34		Internal
621941898069			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 Mar, 2025 11:41:38 AM	31 Mar, 2025 12:12:31 PM	28 Mar, 2025 06:02:52 PM	0:06:34		Internal
621941898069			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 Mar, 2025 11:41:38 AM	31 Mar, 2025 12:12:31 PM	28 Mar, 2025 06:02:52 PM	0:06:34		Internal
621941898069			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 Mar, 2025 11:41:38 AM	31 Mar, 2025 12:12:31 PM	28 Mar, 2025 06:02:52 PM	0:06:34		Internal
621941898069			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		31 Mar, 2025 11:41:38 AM	31 Mar, 2025 12:12:31 PM	28 Mar, 2025 06:02:52 PM	0:06:34		Internal
621941898069			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 Mar, 2025 11:41:38 AM	31 Mar, 2025 12:12:31 PM	28 Mar, 2025 06:02:52 PM	0:06:34		Internal
621941898069			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 Mar, 2025 11:41:38 AM	31 Mar, 2025 12:12:31 PM	28 Mar, 2025 06:02:52 PM	0:06:34		Internal
621941898069			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 Mar, 2025 11:41:38 AM	31 Mar, 2025 12:12:31 PM	28 Mar, 2025 06:02:52 PM	0:06:34		Internal
621941898069			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		31 Mar, 2025 11:41:38 AM	31 Mar, 2025 12:12:31 PM	28 Mar, 2025 06:02:52 PM	0:06:34		Internal
621941898069			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 Mar, 2025 11:41:38 AM	31 Mar, 2025 12:12:31 PM	28 Mar, 2025 06:02:52 PM	0:06:34		Internal
621941898069			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 Mar, 2025 11:41:38 AM	31 Mar, 2025 12:12:31 PM	28 Mar, 2025 06:02:52 PM	0:06:34		Internal
621941898069			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 Mar, 2025 11:41:38 AM	31 Mar, 2025 12:12:31 PM	28 Mar, 2025 06:02:52 PM	0:06:34		Internal
597058986045			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 Mar, 2025 12:14:19 PM	31 Mar, 2025 12:25:46 PM	21 Mar, 2025 07:53:08 PM	0:04:40		Internal
597058986045			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 Mar, 2025 12:14:19 PM	31 Mar, 2025 12:25:46 PM	21 Mar, 2025 07:53:08 PM	0:04:40		Internal
597058986045			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 Mar, 2025 12:14:19 PM	31 Mar, 2025 12:25:46 PM	21 Mar, 2025 07:53:08 PM	0:04:40		Internal
597058986045			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 Mar, 2025 12:14:19 PM	31 Mar, 2025 12:25:46 PM	21 Mar, 2025 07:53:08 PM	0:04:40		Internal
597058986045			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 Mar, 2025 12:14:19 PM	31 Mar, 2025 12:25:46 PM	21 Mar, 2025 07:53:08 PM	0:04:40		Internal
597058986045			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 Mar, 2025 12:14:19 PM	31 Mar, 2025 12:25:46 PM	21 Mar, 2025 07:53:08 PM	0:04:40		Internal
597058986045			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 Mar, 2025 12:14:19 PM	31 Mar, 2025 12:25:46 PM	21 Mar, 2025 07:53:08 PM	0:04:40		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
5970589860 45	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	[redacted]	31 Mar, 2025 12:14:19 PM	31 Mar, 2025 12:25:46 PM	21 Mar, 2025 07:53:08 PM	0:04:40		Internal
5970589860 45			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 Mar, 2025 12:14:19 PM	31 Mar, 2025 12:25:46 PM	21 Mar, 2025 07:53:08 PM	0:04:40		Internal
5970589860 45			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 Mar, 2025 12:14:19 PM	31 Mar, 2025 12:25:46 PM	21 Mar, 2025 07:53:08 PM	0:04:40		Internal
5970589860 45			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		31 Mar, 2025 12:14:19 PM	31 Mar, 2025 12:25:46 PM	21 Mar, 2025 07:53:08 PM	0:04:40		Internal
5970589860 45			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 Mar, 2025 12:14:19 PM	31 Mar, 2025 12:25:46 PM	21 Mar, 2025 07:53:08 PM	0:04:40		Internal
5970589860 45			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 Mar, 2025 12:14:19 PM	31 Mar, 2025 12:25:46 PM	21 Mar, 2025 07:53:08 PM	0:04:40		Internal
5970589860 45			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 Mar, 2025 12:14:19 PM	31 Mar, 2025 12:25:46 PM	21 Mar, 2025 07:53:08 PM	0:04:40		Internal
5970589860 45			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 Mar, 2025 12:14:19 PM	31 Mar, 2025 12:25:46 PM	21 Mar, 2025 07:53:08 PM	0:04:40		Internal
5970589860 45			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 Mar, 2025 12:14:19 PM	31 Mar, 2025 12:25:46 PM	21 Mar, 2025 07:53:08 PM	0:04:40		Internal
5970589860 45			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 Mar, 2025 12:14:19 PM	31 Mar, 2025 12:25:46 PM	21 Mar, 2025 07:53:08 PM	0:04:40		Internal
5970589860 45			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 Mar, 2025 12:14:19 PM	31 Mar, 2025 12:25:46 PM	21 Mar, 2025 07:53:08 PM	0:04:40		Internal
5970589860 45			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		31 Mar, 2025 12:14:19 PM	31 Mar, 2025 12:25:46 PM	21 Mar, 2025 07:53:08 PM	0:04:40		Internal
5970589860 45			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 Mar, 2025 12:14:19 PM	31 Mar, 2025 12:25:46 PM	21 Mar, 2025 07:53:08 PM	0:04:40		Internal
5970589860 45			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 Mar, 2025 12:14:19 PM	31 Mar, 2025 12:25:46 PM	21 Mar, 2025 07:53:08 PM	0:04:40		Internal
5970589860 45			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 Mar, 2025 12:14:19 PM	31 Mar, 2025 12:25:46 PM	21 Mar, 2025 07:53:08 PM	0:04:40		Internal
5970589860 45			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		31 Mar, 2025 12:14:19 PM	31 Mar, 2025 12:25:46 PM	21 Mar, 2025 07:53:08 PM	0:04:40		Internal
5970589860 45			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 Mar, 2025 12:14:19 PM	31 Mar, 2025 12:25:46 PM	21 Mar, 2025 07:53:08 PM	0:04:40		Internal
5970589860 45			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 Mar, 2025 12:14:19 PM	31 Mar, 2025 12:25:46 PM	21 Mar, 2025 07:53:08 PM	0:04:40		Internal
5970589860 45			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 Mar, 2025 12:14:19 PM	31 Mar, 2025 12:25:46 PM	21 Mar, 2025 07:53:08 PM	0:04:40		Internal
621942031116			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 Mar, 2025 01:15:39 PM	31 Mar, 2025 01:19:44 PM	31 Mar, 2025 12:04:48 PM	0:02:36		Internal
621942031116			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 Mar, 2025 01:15:39 PM	31 Mar, 2025 01:19:44 PM	31 Mar, 2025 12:04:48 PM	0:02:36		Internal
621942031116			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 Mar, 2025 01:15:39 PM	31 Mar, 2025 01:19:44 PM	31 Mar, 2025 12:04:48 PM	0:02:36		Internal
621942031116			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 Mar, 2025 01:15:39 PM	31 Mar, 2025 01:19:44 PM	31 Mar, 2025 12:04:48 PM	0:02:36		Internal
621942031116			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 Mar, 2025 01:15:39 PM	31 Mar, 2025 01:19:44 PM	31 Mar, 2025 12:04:48 PM	0:02:36		Internal
621942031116			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 Mar, 2025 01:15:39 PM	31 Mar, 2025 01:19:44 PM	31 Mar, 2025 12:04:48 PM	0:02:36		Internal
621942031116			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 Mar, 2025 01:15:39 PM	31 Mar, 2025 01:19:44 PM	31 Mar, 2025 12:04:48 PM	0:02:36		Internal
621942031116			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 Mar, 2025 01:15:39 PM	31 Mar, 2025 01:19:44 PM	31 Mar, 2025 12:04:48 PM	0:02:36		Internal
621942031116			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 Mar, 2025 01:15:39 PM	31 Mar, 2025 01:19:44 PM	31 Mar, 2025 12:04:48 PM	0:02:36		Internal
621942031116			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 Mar, 2025 01:15:39 PM	31 Mar, 2025 01:19:44 PM	31 Mar, 2025 12:04:48 PM	0:02:36		Internal
621942031116			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		31 Mar, 2025 01:15:39 PM	31 Mar, 2025 01:19:44 PM	31 Mar, 2025 12:04:48 PM	0:02:36		Internal
621942031116			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 Mar, 2025 01:15:39 PM	31 Mar, 2025 01:19:44 PM	31 Mar, 2025 12:04:48 PM	0:02:36		Internal
621942031116			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 Mar, 2025 01:15:39 PM	31 Mar, 2025 01:19:44 PM	31 Mar, 2025 12:04:48 PM	0:02:36		Internal
621942031116			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 Mar, 2025 01:15:39 PM	31 Mar, 2025 01:19:44 PM	31 Mar, 2025 12:04:48 PM	0:02:36		Internal
621942031116			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 Mar, 2025 01:15:39 PM	31 Mar, 2025 01:19:44 PM	31 Mar, 2025 12:04:48 PM	0:02:36		Internal
621942031116			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 Mar, 2025 01:15:39 PM	31 Mar, 2025 01:19:44 PM	31 Mar, 2025 12:04:48 PM	0:02:36		Internal
621942031116			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 Mar, 2025 01:15:39 PM	31 Mar, 2025 01:19:44 PM	31 Mar, 2025 12:04:48 PM	0:02:36		Internal
621942031116			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 Mar, 2025 01:15:39 PM	31 Mar, 2025 01:19:44 PM	31 Mar, 2025 12:04:48 PM	0:02:36		Internal
621942031116			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		31 Mar, 2025 01:15:39 PM	31 Mar, 2025 01:19:44 PM	31 Mar, 2025 12:04:48 PM	0:02:36		Internal
621942031116			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 Mar, 2025 01:15:39 PM	31 Mar, 2025 01:19:44 PM	31 Mar, 2025 12:04:48 PM	0:02:36		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621942031116	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	[redacted]	31 Mar, 2025 01:15:39 PM	31 Mar, 2025 01:19:44 PM	31 Mar, 2025 12:04:48 PM	0:02:36		Internal
621942031116			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 Mar, 2025 01:15:39 PM	31 Mar, 2025 01:19:44 PM	31 Mar, 2025 12:04:48 PM	0:02:36		Internal
621942031116			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		31 Mar, 2025 01:15:39 PM	31 Mar, 2025 01:19:44 PM	31 Mar, 2025 12:04:48 PM	0:02:36		Internal
621942031116			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 Mar, 2025 01:15:39 PM	31 Mar, 2025 01:19:44 PM	31 Mar, 2025 12:04:48 PM	0:02:36		Internal
621942031116			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 Mar, 2025 01:15:39 PM	31 Mar, 2025 01:19:44 PM	31 Mar, 2025 12:04:48 PM	0:02:36		Internal
621942031116			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 Mar, 2025 01:15:39 PM	31 Mar, 2025 01:19:44 PM	31 Mar, 2025 12:04:48 PM	0:02:36		Internal
621941693962			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 Mar, 2025 01:26:11 PM	31 Mar, 2025 01:37:02 PM	27 Mar, 2025 03:40:47 PM	0:02:46		Internal
621941693962			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 Mar, 2025 01:26:11 PM	31 Mar, 2025 01:37:02 PM	27 Mar, 2025 03:40:47 PM	0:02:46		Internal
621941693962			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 Mar, 2025 01:26:11 PM	31 Mar, 2025 01:37:02 PM	27 Mar, 2025 03:40:47 PM	0:02:46		Internal
621941693962			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 Mar, 2025 01:26:11 PM	31 Mar, 2025 01:37:02 PM	27 Mar, 2025 03:40:47 PM	0:02:46		Internal
621941693962			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 Mar, 2025 01:26:11 PM	31 Mar, 2025 01:37:02 PM	27 Mar, 2025 03:40:47 PM	0:02:46		Internal
621941693962			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 Mar, 2025 01:26:11 PM	31 Mar, 2025 01:37:02 PM	27 Mar, 2025 03:40:47 PM	0:02:46		Internal
621941693962			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 Mar, 2025 01:26:11 PM	31 Mar, 2025 01:37:02 PM	27 Mar, 2025 03:40:47 PM	0:02:46		Internal
621941693962			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 Mar, 2025 01:26:11 PM	31 Mar, 2025 01:37:02 PM	27 Mar, 2025 03:40:47 PM	0:02:46		Internal
621941693962			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 Mar, 2025 01:26:11 PM	31 Mar, 2025 01:37:02 PM	27 Mar, 2025 03:40:47 PM	0:02:46		Internal
621941693962			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 Mar, 2025 01:26:11 PM	31 Mar, 2025 01:37:02 PM	27 Mar, 2025 03:40:47 PM	0:02:46		Internal
621941693962			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		31 Mar, 2025 01:26:11 PM	31 Mar, 2025 01:37:02 PM	27 Mar, 2025 03:40:47 PM	0:02:46		Internal
621941693962			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 Mar, 2025 01:26:11 PM	31 Mar, 2025 01:37:02 PM	27 Mar, 2025 03:40:47 PM	0:02:46		Internal
621941693962			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 Mar, 2025 01:26:11 PM	31 Mar, 2025 01:37:02 PM	27 Mar, 2025 03:40:47 PM	0:02:46		Internal
621941693962			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 Mar, 2025 01:26:11 PM	31 Mar, 2025 01:37:02 PM	27 Mar, 2025 03:40:47 PM	0:02:46		Internal
621941693962			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 Mar, 2025 01:26:11 PM	31 Mar, 2025 01:37:02 PM	27 Mar, 2025 03:40:47 PM	0:02:46		Internal
621941693962			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 Mar, 2025 01:26:11 PM	31 Mar, 2025 01:37:02 PM	27 Mar, 2025 03:40:47 PM	0:02:46		Internal
621941693962			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 Mar, 2025 01:26:11 PM	31 Mar, 2025 01:37:02 PM	27 Mar, 2025 03:40:47 PM	0:02:46		Internal
621941693962			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 Mar, 2025 01:26:11 PM	31 Mar, 2025 01:37:02 PM	27 Mar, 2025 03:40:47 PM	0:02:46		Internal
621941693962			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		31 Mar, 2025 01:26:11 PM	31 Mar, 2025 01:37:02 PM	27 Mar, 2025 03:40:47 PM	0:02:46		Internal
621941693962			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 Mar, 2025 01:26:11 PM	31 Mar, 2025 01:37:02 PM	27 Mar, 2025 03:40:47 PM	0:02:46		Internal
621941693962			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 Mar, 2025 01:26:11 PM	31 Mar, 2025 01:37:02 PM	27 Mar, 2025 03:40:47 PM	0:02:46		Internal
621941693962			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 Mar, 2025 01:26:11 PM	31 Mar, 2025 01:37:02 PM	27 Mar, 2025 03:40:47 PM	0:02:46		Internal
621941693962			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		31 Mar, 2025 01:26:11 PM	31 Mar, 2025 01:37:02 PM	27 Mar, 2025 03:40:47 PM	0:02:46		Internal
621941693962			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 Mar, 2025 01:26:11 PM	31 Mar, 2025 01:37:02 PM	27 Mar, 2025 03:40:47 PM	0:02:46		Internal
621941693962			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 Mar, 2025 01:26:11 PM	31 Mar, 2025 01:37:02 PM	27 Mar, 2025 03:40:47 PM	0:02:46		Internal
621941693962			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 Mar, 2025 01:26:11 PM	31 Mar, 2025 01:37:02 PM	27 Mar, 2025 03:40:47 PM	0:02:46		Internal
621941828000			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 Mar, 2025 01:49:02 PM	31 Mar, 2025 01:56:46 PM	28 Mar, 2025 01:48:45 PM	0:03:51		Internal
621941828000			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 Mar, 2025 01:49:02 PM	31 Mar, 2025 01:56:46 PM	28 Mar, 2025 01:48:45 PM	0:03:51		Internal
621941828000			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 Mar, 2025 01:49:02 PM	31 Mar, 2025 01:56:46 PM	28 Mar, 2025 01:48:45 PM	0:03:51		Internal
621941828000			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 Mar, 2025 01:49:02 PM	31 Mar, 2025 01:56:46 PM	28 Mar, 2025 01:48:45 PM	0:03:51		Internal
621941828000			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 Mar, 2025 01:49:02 PM	31 Mar, 2025 01:56:46 PM	28 Mar, 2025 01:48:45 PM	0:03:51		Internal
621941828000			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 Mar, 2025 01:49:02 PM	31 Mar, 2025 01:56:46 PM	28 Mar, 2025 01:48:45 PM	0:03:51		Internal
621941828000			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 Mar, 2025 01:49:02 PM	31 Mar, 2025 01:56:46 PM	28 Mar, 2025 01:48:45 PM	0:03:51		Internal
621941828000			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 Mar, 2025 01:49:02 PM	31 Mar, 2025 01:56:46 PM	28 Mar, 2025 01:48:45 PM	0:03:51		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621941828000	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	[redacted]	31 Mar, 2025 01:49:02 PM	31 Mar, 2025 01:56:46 PM	28 Mar, 2025 01:48:45 PM	0:03:51		Internal
621941828000			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 Mar, 2025 01:49:02 PM	31 Mar, 2025 01:56:46 PM	28 Mar, 2025 01:48:45 PM	0:03:51		Internal
621941828000			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		31 Mar, 2025 01:49:02 PM	31 Mar, 2025 01:56:46 PM	28 Mar, 2025 01:48:45 PM	0:03:51		Internal
621941828000			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 Mar, 2025 01:49:02 PM	31 Mar, 2025 01:56:46 PM	28 Mar, 2025 01:48:45 PM	0:03:51		Internal
621941828000			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 Mar, 2025 01:49:02 PM	31 Mar, 2025 01:56:46 PM	28 Mar, 2025 01:48:45 PM	0:03:51		Internal
621941828000			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 Mar, 2025 01:49:02 PM	31 Mar, 2025 01:56:46 PM	28 Mar, 2025 01:48:45 PM	0:03:51		Internal
621941828000			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 Mar, 2025 01:49:02 PM	31 Mar, 2025 01:56:46 PM	28 Mar, 2025 01:48:45 PM	0:03:51		Internal
621941828000			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 Mar, 2025 01:49:02 PM	31 Mar, 2025 01:56:46 PM	28 Mar, 2025 01:48:45 PM	0:03:51		Internal
621941828000			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 Mar, 2025 01:49:02 PM	31 Mar, 2025 01:56:46 PM	28 Mar, 2025 01:48:45 PM	0:03:51		Internal
621941828000			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 Mar, 2025 01:49:02 PM	31 Mar, 2025 01:56:46 PM	28 Mar, 2025 01:48:45 PM	0:03:51		Internal
621941828000			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		31 Mar, 2025 01:49:02 PM	31 Mar, 2025 01:56:46 PM	28 Mar, 2025 01:48:45 PM	0:03:51		Internal
621941828000			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 Mar, 2025 01:49:02 PM	31 Mar, 2025 01:56:46 PM	28 Mar, 2025 01:48:45 PM	0:03:51		Internal
621941828000			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 Mar, 2025 01:49:02 PM	31 Mar, 2025 01:56:46 PM	28 Mar, 2025 01:48:45 PM	0:03:51		Internal
621941828000			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 Mar, 2025 01:49:02 PM	31 Mar, 2025 01:56:46 PM	28 Mar, 2025 01:48:45 PM	0:03:51		Internal
621941828000			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		31 Mar, 2025 01:49:02 PM	31 Mar, 2025 01:56:46 PM	28 Mar, 2025 01:48:45 PM	0:03:51		Internal
621941828000			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 Mar, 2025 01:49:02 PM	31 Mar, 2025 01:56:46 PM	28 Mar, 2025 01:48:45 PM	0:03:51		Internal
621941828000			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 Mar, 2025 01:49:02 PM	31 Mar, 2025 01:56:46 PM	28 Mar, 2025 01:48:45 PM	0:03:51		Internal
621941828000			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 Mar, 2025 01:49:02 PM	31 Mar, 2025 01:56:46 PM	28 Mar, 2025 01:48:45 PM	0:03:51		Internal
621941862614			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 Mar, 2025 02:08:58 PM	31 Mar, 2025 02:13:50 PM	28 Mar, 2025 03:46:37 PM	0:04:13		Internal
621941862614			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 Mar, 2025 02:08:58 PM	31 Mar, 2025 02:13:50 PM	28 Mar, 2025 03:46:37 PM	0:04:13		Internal
621941862614			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 Mar, 2025 02:08:58 PM	31 Mar, 2025 02:13:50 PM	28 Mar, 2025 03:46:37 PM	0:04:13		Internal
621941862614			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 Mar, 2025 02:08:58 PM	31 Mar, 2025 02:13:50 PM	28 Mar, 2025 03:46:37 PM	0:04:13		Internal
621941862614			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 Mar, 2025 02:08:58 PM	31 Mar, 2025 02:13:50 PM	28 Mar, 2025 03:46:37 PM	0:04:13		Internal
621941862614			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 Mar, 2025 02:08:58 PM	31 Mar, 2025 02:13:50 PM	28 Mar, 2025 03:46:37 PM	0:04:13		Internal
621941862614			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 Mar, 2025 02:08:58 PM	31 Mar, 2025 02:13:50 PM	28 Mar, 2025 03:46:37 PM	0:04:13		Internal
621941862614			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 Mar, 2025 02:08:58 PM	31 Mar, 2025 02:13:50 PM	28 Mar, 2025 03:46:37 PM	0:04:13		Internal
621941862614			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 Mar, 2025 02:08:58 PM	31 Mar, 2025 02:13:50 PM	28 Mar, 2025 03:46:37 PM	0:04:13		Internal
621941862614			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 Mar, 2025 02:08:58 PM	31 Mar, 2025 02:13:50 PM	28 Mar, 2025 03:46:37 PM	0:04:13		Internal
621941862614			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		31 Mar, 2025 02:08:58 PM	31 Mar, 2025 02:13:50 PM	28 Mar, 2025 03:46:37 PM	0:04:13		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621941862614	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	[redacted]	31 Mar, 2025 02:08:58 PM	31 Mar, 2025 02:13:50 PM	28 Mar, 2025 03:46:37 PM	0:04:13		Internal
621941862614			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 Mar, 2025 02:08:58 PM	31 Mar, 2025 02:13:50 PM	28 Mar, 2025 03:46:37 PM	0:04:13		Internal
621941862614			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 Mar, 2025 02:08:58 PM	31 Mar, 2025 02:13:50 PM	28 Mar, 2025 03:46:37 PM	0:04:13		Internal
621941862614			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 Mar, 2025 02:08:58 PM	31 Mar, 2025 02:13:50 PM	28 Mar, 2025 03:46:37 PM	0:04:13		Internal
621941862614			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 Mar, 2025 02:08:58 PM	31 Mar, 2025 02:13:50 PM	28 Mar, 2025 03:46:37 PM	0:04:13		Internal
621941862614			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 Mar, 2025 02:08:58 PM	31 Mar, 2025 02:13:50 PM	28 Mar, 2025 03:46:37 PM	0:04:13		Internal
621941862614			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 Mar, 2025 02:08:58 PM	31 Mar, 2025 02:13:50 PM	28 Mar, 2025 03:46:37 PM	0:04:13		Internal
621941862614			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		31 Mar, 2025 02:08:58 PM	31 Mar, 2025 02:13:50 PM	28 Mar, 2025 03:46:37 PM	0:04:13		Internal
621941862614			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 Mar, 2025 02:08:58 PM	31 Mar, 2025 02:13:50 PM	28 Mar, 2025 03:46:37 PM	0:04:13		Internal
621941862614			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 Mar, 2025 02:08:58 PM	31 Mar, 2025 02:13:50 PM	28 Mar, 2025 03:46:37 PM	0:04:13		Internal
621941862614			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 Mar, 2025 02:08:58 PM	31 Mar, 2025 02:13:50 PM	28 Mar, 2025 03:46:37 PM	0:04:13		Internal
621941862614			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		31 Mar, 2025 02:08:58 PM	31 Mar, 2025 02:13:50 PM	28 Mar, 2025 03:46:37 PM	0:04:13		Internal
621941862614			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 Mar, 2025 02:08:58 PM	31 Mar, 2025 02:13:50 PM	28 Mar, 2025 03:46:37 PM	0:04:13		Internal
621941862614			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 Mar, 2025 02:08:58 PM	31 Mar, 2025 02:13:50 PM	28 Mar, 2025 03:46:37 PM	0:04:13		Internal
621941862614			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 Mar, 2025 02:08:58 PM	31 Mar, 2025 02:13:50 PM	28 Mar, 2025 03:46:37 PM	0:04:13		Internal
597059261875			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Mar, 2025 05:31:41 AM	31 Mar, 2025 02:28:05 PM	24 Mar, 2025 09:25:43 PM	0:02:11		Internal
597059261875			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Mar, 2025 05:31:41 AM	31 Mar, 2025 02:28:05 PM	24 Mar, 2025 09:25:43 PM	0:02:11		Internal
597059261875			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Mar, 2025 05:31:41 AM	31 Mar, 2025 02:28:05 PM	24 Mar, 2025 09:25:43 PM	0:02:11		Internal
597059261875			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Mar, 2025 05:31:41 AM	31 Mar, 2025 02:28:05 PM	24 Mar, 2025 09:25:43 PM	0:02:11		Internal
597059261875			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Mar, 2025 05:31:41 AM	31 Mar, 2025 02:28:05 PM	24 Mar, 2025 09:25:43 PM	0:02:11		Internal
597059261875			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Mar, 2025 05:31:41 AM	31 Mar, 2025 02:28:05 PM	24 Mar, 2025 09:25:43 PM	0:02:11		Internal
597059261875			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Mar, 2025 05:31:41 AM	31 Mar, 2025 02:28:05 PM	24 Mar, 2025 09:25:43 PM	0:02:11		Internal
597059261875			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Mar, 2025 05:31:41 AM	31 Mar, 2025 02:28:05 PM	24 Mar, 2025 09:25:43 PM	0:02:11		Internal
597059261875			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Mar, 2025 05:31:41 AM	31 Mar, 2025 02:28:05 PM	24 Mar, 2025 09:25:43 PM	0:02:11		Internal
597059261875			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Mar, 2025 05:31:41 AM	31 Mar, 2025 02:28:05 PM	24 Mar, 2025 09:25:43 PM	0:02:11		Internal
597059261875			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Mar, 2025 05:31:41 AM	31 Mar, 2025 02:28:05 PM	24 Mar, 2025 09:25:43 PM	0:02:11		Internal
597059261875			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Mar, 2025 05:31:41 AM	31 Mar, 2025 02:28:05 PM	24 Mar, 2025 09:25:43 PM	0:02:11		Internal
597059261875			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Mar, 2025 05:31:41 AM	31 Mar, 2025 02:28:05 PM	24 Mar, 2025 09:25:43 PM	0:02:11		Internal
597059261875			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Mar, 2025 05:31:41 AM	31 Mar, 2025 02:28:05 PM	24 Mar, 2025 09:25:43 PM	0:02:11		Internal
597059261875			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Mar, 2025 05:31:41 AM	31 Mar, 2025 02:28:05 PM	24 Mar, 2025 09:25:43 PM	0:02:11		Internal
597059261875			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Mar, 2025 05:31:41 AM	31 Mar, 2025 02:28:05 PM	24 Mar, 2025 09:25:43 PM	0:02:11		Internal
597059261875			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Mar, 2025 05:31:41 AM	31 Mar, 2025 02:28:05 PM	24 Mar, 2025 09:25:43 PM	0:02:11		Internal
597059261875			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Mar, 2025 05:31:41 AM	31 Mar, 2025 02:28:05 PM	24 Mar, 2025 09:25:43 PM	0:02:11		Internal
597059261875			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Mar, 2025 05:31:41 AM	31 Mar, 2025 02:28:05 PM	24 Mar, 2025 09:25:43 PM	0:02:11		Internal
597059261875			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Mar, 2025 05:31:41 AM	31 Mar, 2025 02:28:05 PM	24 Mar, 2025 09:25:43 PM	0:02:11		Internal
597059261875			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Mar, 2025 05:31:41 AM	31 Mar, 2025 02:28:05 PM	24 Mar, 2025 09:25:43 PM	0:02:11		Internal
597059261875			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Mar, 2025 05:31:41 AM	31 Mar, 2025 02:28:05 PM	24 Mar, 2025 09:25:43 PM	0:02:11		Internal
597059261875			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		25 Mar, 2025 05:31:41 AM	31 Mar, 2025 02:28:05 PM	24 Mar, 2025 09:25:43 PM	0:02:11		Internal
597059261875			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Mar, 2025 05:31:41 AM	31 Mar, 2025 02:28:05 PM	24 Mar, 2025 09:25:43 PM	0:02:11		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597059261875	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	[redacted]	25 Mar, 2025 05:31:41 AM	31 Mar, 2025 02:28:05 PM	24 Mar, 2025 09:25:43 PM	0:02:11		Internal
597059261875			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Mar, 2025 05:31:41 AM	31 Mar, 2025 02:28:05 PM	24 Mar, 2025 09:25:43 PM	0:02:11		Internal
621941889057			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 Mar, 2025 02:45:40 PM	31 Mar, 2025 02:50:10 PM	28 Mar, 2025 05:27:25 PM	0:02:59		Internal
621941889057			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 Mar, 2025 02:45:40 PM	31 Mar, 2025 02:50:10 PM	28 Mar, 2025 05:27:25 PM	0:02:59		Internal
621941889057			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 Mar, 2025 02:45:40 PM	31 Mar, 2025 02:50:10 PM	28 Mar, 2025 05:27:25 PM	0:02:59		Internal
621941889057			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 Mar, 2025 02:45:40 PM	31 Mar, 2025 02:50:10 PM	28 Mar, 2025 05:27:25 PM	0:02:59		Internal
621941889057			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 Mar, 2025 02:45:40 PM	31 Mar, 2025 02:50:10 PM	28 Mar, 2025 05:27:25 PM	0:02:59		Internal
621941889057			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 Mar, 2025 02:45:40 PM	31 Mar, 2025 02:50:10 PM	28 Mar, 2025 05:27:25 PM	0:02:59		Internal
621941889057			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 Mar, 2025 02:45:40 PM	31 Mar, 2025 02:50:10 PM	28 Mar, 2025 05:27:25 PM	0:02:59		Internal
621941889057			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 Mar, 2025 02:45:40 PM	31 Mar, 2025 02:50:10 PM	28 Mar, 2025 05:27:25 PM	0:02:59		Internal
621941889057			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 Mar, 2025 02:45:40 PM	31 Mar, 2025 02:50:10 PM	28 Mar, 2025 05:27:25 PM	0:02:59		Internal
621941889057			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 Mar, 2025 02:45:40 PM	31 Mar, 2025 02:50:10 PM	28 Mar, 2025 05:27:25 PM	0:02:59		Internal
621941889057			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		31 Mar, 2025 02:45:40 PM	31 Mar, 2025 02:50:10 PM	28 Mar, 2025 05:27:25 PM	0:02:59		Internal
621941889057			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 Mar, 2025 02:45:40 PM	31 Mar, 2025 02:50:10 PM	28 Mar, 2025 05:27:25 PM	0:02:59		Internal
621941889057			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 Mar, 2025 02:45:40 PM	31 Mar, 2025 02:50:10 PM	28 Mar, 2025 05:27:25 PM	0:02:59		Internal
621941889057			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 Mar, 2025 02:45:40 PM	31 Mar, 2025 02:50:10 PM	28 Mar, 2025 05:27:25 PM	0:02:59		Internal
621941889057			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 Mar, 2025 02:45:40 PM	31 Mar, 2025 02:50:10 PM	28 Mar, 2025 05:27:25 PM	0:02:59		Internal
621941889057			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 Mar, 2025 02:45:40 PM	31 Mar, 2025 02:50:10 PM	28 Mar, 2025 05:27:25 PM	0:02:59		Internal
621941889057			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 Mar, 2025 02:45:40 PM	31 Mar, 2025 02:50:10 PM	28 Mar, 2025 05:27:25 PM	0:02:59		Internal
621941889057			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 Mar, 2025 02:45:40 PM	31 Mar, 2025 02:50:10 PM	28 Mar, 2025 05:27:25 PM	0:02:59		Internal
621941889057			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		31 Mar, 2025 02:45:40 PM	31 Mar, 2025 02:50:10 PM	28 Mar, 2025 05:27:25 PM	0:02:59		Internal
621941889057			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 Mar, 2025 02:45:40 PM	31 Mar, 2025 02:50:10 PM	28 Mar, 2025 05:27:25 PM	0:02:59		Internal
621941889057			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 Mar, 2025 02:45:40 PM	31 Mar, 2025 02:50:10 PM	28 Mar, 2025 05:27:25 PM	0:02:59		Internal
621941889057			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 Mar, 2025 02:45:40 PM	31 Mar, 2025 02:50:10 PM	28 Mar, 2025 05:27:25 PM	0:02:59		Internal
621941889057			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		31 Mar, 2025 02:45:40 PM	31 Mar, 2025 02:50:10 PM	28 Mar, 2025 05:27:25 PM	0:02:59		Internal
621941889057			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 Mar, 2025 02:45:40 PM	31 Mar, 2025 02:50:10 PM	28 Mar, 2025 05:27:25 PM	0:02:59		Internal
621941889057			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 Mar, 2025 02:45:40 PM	31 Mar, 2025 02:50:10 PM	28 Mar, 2025 05:27:25 PM	0:02:59		Internal
621941889057			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 Mar, 2025 02:45:40 PM	31 Mar, 2025 02:50:10 PM	28 Mar, 2025 05:27:25 PM	0:02:59		Internal
597059446779			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Mar, 2025 12:31:47 AM	31 Mar, 2025 03:09:22 PM	25 Mar, 2025 09:18:27 PM	0:04:11		Internal
597059446779			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Mar, 2025 12:31:47 AM	31 Mar, 2025 03:09:22 PM	25 Mar, 2025 09:18:27 PM	0:04:11		Internal
597059446779			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Mar, 2025 12:31:47 AM	31 Mar, 2025 03:09:22 PM	25 Mar, 2025 09:18:27 PM	0:04:11		Internal
597059446779			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Mar, 2025 12:31:47 AM	31 Mar, 2025 03:09:22 PM	25 Mar, 2025 09:18:27 PM	0:04:11		Internal
597059446779			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Mar, 2025 12:31:47 AM	31 Mar, 2025 03:09:22 PM	25 Mar, 2025 09:18:27 PM	0:04:11		Internal
597059446779			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Mar, 2025 12:31:47 AM	31 Mar, 2025 03:09:22 PM	25 Mar, 2025 09:18:27 PM	0:04:11		Internal
597059446779			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Mar, 2025 12:31:47 AM	31 Mar, 2025 03:09:22 PM	25 Mar, 2025 09:18:27 PM	0:04:11		Internal
597059446779			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Mar, 2025 12:31:47 AM	31 Mar, 2025 03:09:22 PM	25 Mar, 2025 09:18:27 PM	0:04:11		Internal
597059446779			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Mar, 2025 12:31:47 AM	31 Mar, 2025 03:09:22 PM	25 Mar, 2025 09:18:27 PM	0:04:11		Internal
597059446779			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Mar, 2025 12:31:47 AM	31 Mar, 2025 03:09:22 PM	25 Mar, 2025 09:18:27 PM	0:04:11		Internal
597059446779			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Mar, 2025 12:31:47 AM	31 Mar, 2025 03:09:22 PM	25 Mar, 2025 09:18:27 PM	0:04:11		Internal
597059446779			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Mar, 2025 12:31:47 AM	31 Mar, 2025 03:09:22 PM	25 Mar, 2025 09:18:27 PM	0:04:11		Internal
597059446779			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Mar, 2025 12:31:47 AM	31 Mar, 2025 03:09:22 PM	25 Mar, 2025 09:18:27 PM	0:04:11		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597059446779	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	[redacted]	27 Mar, 2025 12:31:47 AM	31 Mar, 2025 03:09:22 PM	25 Mar, 2025 09:18:27 PM	0:04:11		Internal
597059446779			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Mar, 2025 12:31:47 AM	31 Mar, 2025 03:09:22 PM	25 Mar, 2025 09:18:27 PM	0:04:11		Internal
597059446779			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Mar, 2025 12:31:47 AM	31 Mar, 2025 03:09:22 PM	25 Mar, 2025 09:18:27 PM	0:04:11		Internal
597059446779			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Mar, 2025 12:31:47 AM	31 Mar, 2025 03:09:22 PM	25 Mar, 2025 09:18:27 PM	0:04:11		Internal
597059446779			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Mar, 2025 12:31:47 AM	31 Mar, 2025 03:09:22 PM	25 Mar, 2025 09:18:27 PM	0:04:11		Internal
597059446779			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Mar, 2025 12:31:47 AM	31 Mar, 2025 03:09:22 PM	25 Mar, 2025 09:18:27 PM	0:04:11		Internal
597059446779			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Mar, 2025 12:31:47 AM	31 Mar, 2025 03:09:22 PM	25 Mar, 2025 09:18:27 PM	0:04:11		Internal
597059446779			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Mar, 2025 12:31:47 AM	31 Mar, 2025 03:09:22 PM	25 Mar, 2025 09:18:27 PM	0:04:11		Internal
597059446779			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Mar, 2025 12:31:47 AM	31 Mar, 2025 03:09:22 PM	25 Mar, 2025 09:18:27 PM	0:04:11		Internal
597059446779			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		27 Mar, 2025 12:31:47 AM	31 Mar, 2025 03:09:22 PM	25 Mar, 2025 09:18:27 PM	0:04:11		Internal
597059446779			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Mar, 2025 12:31:47 AM	31 Mar, 2025 03:09:22 PM	25 Mar, 2025 09:18:27 PM	0:04:11		Internal
597059446779			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Mar, 2025 12:31:47 AM	31 Mar, 2025 03:09:22 PM	25 Mar, 2025 09:18:27 PM	0:04:11		Internal
597059446779			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Mar, 2025 12:31:47 AM	31 Mar, 2025 03:09:22 PM	25 Mar, 2025 09:18:27 PM	0:04:11		Internal
597059413833			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Mar, 2025 09:32:01 PM	31 Mar, 2025 03:09:45 PM	25 Mar, 2025 07:25:27 PM	0:04:55		Internal
597059413833			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Mar, 2025 09:32:01 PM	31 Mar, 2025 03:09:45 PM	25 Mar, 2025 07:25:27 PM	0:04:55		Internal
597059413833			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Mar, 2025 09:32:01 PM	31 Mar, 2025 03:09:45 PM	25 Mar, 2025 07:25:27 PM	0:04:55		Internal
597059413833			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Mar, 2025 09:32:01 PM	31 Mar, 2025 03:09:45 PM	25 Mar, 2025 07:25:27 PM	0:04:55		Internal
597059413833			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Mar, 2025 09:32:01 PM	31 Mar, 2025 03:09:45 PM	25 Mar, 2025 07:25:27 PM	0:04:55		Internal
597059413833			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Mar, 2025 09:32:01 PM	31 Mar, 2025 03:09:45 PM	25 Mar, 2025 07:25:27 PM	0:04:55		Internal
597059413833			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Mar, 2025 09:32:01 PM	31 Mar, 2025 03:09:45 PM	25 Mar, 2025 07:25:27 PM	0:04:55		Internal
597059413833			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Mar, 2025 09:32:01 PM	31 Mar, 2025 03:09:45 PM	25 Mar, 2025 07:25:27 PM	0:04:55		Internal
597059413833			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Mar, 2025 09:32:01 PM	31 Mar, 2025 03:09:45 PM	25 Mar, 2025 07:25:27 PM	0:04:55		Internal
597059413833			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Mar, 2025 09:32:01 PM	31 Mar, 2025 03:09:45 PM	25 Mar, 2025 07:25:27 PM	0:04:55		Internal
597059413833			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Mar, 2025 09:32:01 PM	31 Mar, 2025 03:09:45 PM	25 Mar, 2025 07:25:27 PM	0:04:55		Internal
597059413833			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Mar, 2025 09:32:01 PM	31 Mar, 2025 03:09:45 PM	25 Mar, 2025 07:25:27 PM	0:04:55		Internal
597059413833			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Mar, 2025 09:32:01 PM	31 Mar, 2025 03:09:45 PM	25 Mar, 2025 07:25:27 PM	0:04:55		Internal
597059413833			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Mar, 2025 09:32:01 PM	31 Mar, 2025 03:09:45 PM	25 Mar, 2025 07:25:27 PM	0:04:55		Internal
597059413833			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Mar, 2025 09:32:01 PM	31 Mar, 2025 03:09:45 PM	25 Mar, 2025 07:25:27 PM	0:04:55		Internal
597059413833			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Mar, 2025 09:32:01 PM	31 Mar, 2025 03:09:45 PM	25 Mar, 2025 07:25:27 PM	0:04:55		Internal
597059413833			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Mar, 2025 09:32:01 PM	31 Mar, 2025 03:09:45 PM	25 Mar, 2025 07:25:27 PM	0:04:55		Internal
597059413833			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Mar, 2025 09:32:01 PM	31 Mar, 2025 03:09:45 PM	25 Mar, 2025 07:25:27 PM	0:04:55		Internal
597059413833			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Mar, 2025 09:32:01 PM	31 Mar, 2025 03:09:45 PM	25 Mar, 2025 07:25:27 PM	0:04:55		Internal
597059413833			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Mar, 2025 09:32:01 PM	31 Mar, 2025 03:09:45 PM	25 Mar, 2025 07:25:27 PM	0:04:55		Internal
597059413833			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Mar, 2025 09:32:01 PM	31 Mar, 2025 03:09:45 PM	25 Mar, 2025 07:25:27 PM	0:04:55		Internal
597059413833			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Mar, 2025 09:32:01 PM	31 Mar, 2025 03:09:45 PM	25 Mar, 2025 07:25:27 PM	0:04:55		Internal
597059413833			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		25 Mar, 2025 09:32:01 PM	31 Mar, 2025 03:09:45 PM	25 Mar, 2025 07:25:27 PM	0:04:55		Internal
597059413833			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Mar, 2025 09:32:01 PM	31 Mar, 2025 03:09:45 PM	25 Mar, 2025 07:25:27 PM	0:04:55		Internal
597059413833			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Mar, 2025 09:32:01 PM	31 Mar, 2025 03:09:45 PM	25 Mar, 2025 07:25:27 PM	0:04:55		Internal
597059413833			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Mar, 2025 09:32:01 PM	31 Mar, 2025 03:09:45 PM	25 Mar, 2025 07:25:27 PM	0:04:55		Internal
621941570484			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Mar, 2025 06:31:57 PM	31 Mar, 2025 03:16:48 PM	26 Mar, 2025 06:22:07 PM	0:03:29		Internal
621941570484			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Mar, 2025 06:31:57 PM	31 Mar, 2025 03:16:48 PM	26 Mar, 2025 06:22:07 PM	0:03:29		Internal
621941570484			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Mar, 2025 06:31:57 PM	31 Mar, 2025 03:16:48 PM	26 Mar, 2025 06:22:07 PM	0:03:29		Internal
621941570484			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Mar, 2025 06:31:57 PM	31 Mar, 2025 03:16:48 PM	26 Mar, 2025 06:22:07 PM	0:03:29		Internal
621941570484			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Mar, 2025 06:31:57 PM	31 Mar, 2025 03:16:48 PM	26 Mar, 2025 06:22:07 PM	0:03:29		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621941570484	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	[redacted]	26 Mar, 2025 06:31:57 PM	31 Mar, 2025 03:16:48 PM	26 Mar, 2025 06:22:07 PM	0:03:29		Internal
621941570484			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Mar, 2025 06:31:57 PM	31 Mar, 2025 03:16:48 PM	26 Mar, 2025 06:22:07 PM	0:03:29		Internal
621941570484			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Mar, 2025 06:31:57 PM	31 Mar, 2025 03:16:48 PM	26 Mar, 2025 06:22:07 PM	0:03:29		Internal
621941570484			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Mar, 2025 06:31:57 PM	31 Mar, 2025 03:16:48 PM	26 Mar, 2025 06:22:07 PM	0:03:29		Internal
621941570484			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Mar, 2025 06:31:57 PM	31 Mar, 2025 03:16:48 PM	26 Mar, 2025 06:22:07 PM	0:03:29		Internal
621941570484			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Mar, 2025 06:31:57 PM	31 Mar, 2025 03:16:48 PM	26 Mar, 2025 06:22:07 PM	0:03:29		Internal
621941570484			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Mar, 2025 06:31:57 PM	31 Mar, 2025 03:16:48 PM	26 Mar, 2025 06:22:07 PM	0:03:29		Internal
621941570484			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Mar, 2025 06:31:57 PM	31 Mar, 2025 03:16:48 PM	26 Mar, 2025 06:22:07 PM	0:03:29		Internal
621941570484			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Mar, 2025 06:31:57 PM	31 Mar, 2025 03:16:48 PM	26 Mar, 2025 06:22:07 PM	0:03:29		Internal
621941570484			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Mar, 2025 06:31:57 PM	31 Mar, 2025 03:16:48 PM	26 Mar, 2025 06:22:07 PM	0:03:29		Internal
621941570484			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Mar, 2025 06:31:57 PM	31 Mar, 2025 03:16:48 PM	26 Mar, 2025 06:22:07 PM	0:03:29		Internal
621941570484			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Mar, 2025 06:31:57 PM	31 Mar, 2025 03:16:48 PM	26 Mar, 2025 06:22:07 PM	0:03:29		Internal
621941570484			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Mar, 2025 06:31:57 PM	31 Mar, 2025 03:16:48 PM	26 Mar, 2025 06:22:07 PM	0:03:29		Internal
621941570484			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Mar, 2025 06:31:57 PM	31 Mar, 2025 03:16:48 PM	26 Mar, 2025 06:22:07 PM	0:03:29		Internal
621941570484			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Mar, 2025 06:31:57 PM	31 Mar, 2025 03:16:48 PM	26 Mar, 2025 06:22:07 PM	0:03:29		Internal
621941570484			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Mar, 2025 06:31:57 PM	31 Mar, 2025 03:16:48 PM	26 Mar, 2025 06:22:07 PM	0:03:29		Internal
621941570484			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Mar, 2025 06:31:57 PM	31 Mar, 2025 03:16:48 PM	26 Mar, 2025 06:22:07 PM	0:03:29		Internal
621941570484			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		26 Mar, 2025 06:31:57 PM	31 Mar, 2025 03:16:48 PM	26 Mar, 2025 06:22:07 PM	0:03:29		Internal
621941570484			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Mar, 2025 06:31:57 PM	31 Mar, 2025 03:16:48 PM	26 Mar, 2025 06:22:07 PM	0:03:29		Internal
621941570484			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Mar, 2025 06:31:57 PM	31 Mar, 2025 03:16:48 PM	26 Mar, 2025 06:22:07 PM	0:03:29		Internal
621941570484			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Mar, 2025 06:31:57 PM	31 Mar, 2025 03:16:48 PM	26 Mar, 2025 06:22:07 PM	0:03:29		Internal
621942039807			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 Mar, 2025 03:24:09 PM	31 Mar, 2025 03:28:25 PM	31 Mar, 2025 01:04:21 PM	0:04:07		Internal
621942039807			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 Mar, 2025 03:24:09 PM	31 Mar, 2025 03:28:25 PM	31 Mar, 2025 01:04:21 PM	0:04:07		Internal
621942039807			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 Mar, 2025 03:24:09 PM	31 Mar, 2025 03:28:25 PM	31 Mar, 2025 01:04:21 PM	0:04:07		Internal
621942039807			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 Mar, 2025 03:24:09 PM	31 Mar, 2025 03:28:25 PM	31 Mar, 2025 01:04:21 PM	0:04:07		Internal
621942039807			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 Mar, 2025 03:24:09 PM	31 Mar, 2025 03:28:25 PM	31 Mar, 2025 01:04:21 PM	0:04:07		Internal
621942039807			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 Mar, 2025 03:24:09 PM	31 Mar, 2025 03:28:25 PM	31 Mar, 2025 01:04:21 PM	0:04:07		Internal
621942039807			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 Mar, 2025 03:24:09 PM	31 Mar, 2025 03:28:25 PM	31 Mar, 2025 01:04:21 PM	0:04:07		Internal
621942039807			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 Mar, 2025 03:24:09 PM	31 Mar, 2025 03:28:25 PM	31 Mar, 2025 01:04:21 PM	0:04:07		Internal
621942039807			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 Mar, 2025 03:24:09 PM	31 Mar, 2025 03:28:25 PM	31 Mar, 2025 01:04:21 PM	0:04:07		Internal
621942039807			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 Mar, 2025 03:24:09 PM	31 Mar, 2025 03:28:25 PM	31 Mar, 2025 01:04:21 PM	0:04:07		Internal
621942039807			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		31 Mar, 2025 03:24:09 PM	31 Mar, 2025 03:28:25 PM	31 Mar, 2025 01:04:21 PM	0:04:07		Internal
621942039807			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 Mar, 2025 03:24:09 PM	31 Mar, 2025 03:28:25 PM	31 Mar, 2025 01:04:21 PM	0:04:07		Internal
621942039807			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 Mar, 2025 03:24:09 PM	31 Mar, 2025 03:28:25 PM	31 Mar, 2025 01:04:21 PM	0:04:07		Internal
621942039807			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 Mar, 2025 03:24:09 PM	31 Mar, 2025 03:28:25 PM	31 Mar, 2025 01:04:21 PM	0:04:07		Internal
621942039807			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 Mar, 2025 03:24:09 PM	31 Mar, 2025 03:28:25 PM	31 Mar, 2025 01:04:21 PM	0:04:07		Internal
621942039807			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 Mar, 2025 03:24:09 PM	31 Mar, 2025 03:28:25 PM	31 Mar, 2025 01:04:21 PM	0:04:07		Internal
621942039807			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 Mar, 2025 03:24:09 PM	31 Mar, 2025 03:28:25 PM	31 Mar, 2025 01:04:21 PM	0:04:07		Internal
621942039807			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 Mar, 2025 03:24:09 PM	31 Mar, 2025 03:28:25 PM	31 Mar, 2025 01:04:21 PM	0:04:07		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621942039807	[redacted]		CTE_Res_Payment	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	31 Mar, 2025 03:24:09 PM	31 Mar, 2025 03:28:25 PM	31 Mar, 2025 01:04:21 PM	0:04:07		Internal
621942039807			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 Mar, 2025 03:24:09 PM	31 Mar, 2025 03:28:25 PM	31 Mar, 2025 01:04:21 PM	0:04:07		Internal
621942039807			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 Mar, 2025 03:24:09 PM	31 Mar, 2025 03:28:25 PM	31 Mar, 2025 01:04:21 PM	0:04:07		Internal
621942039807			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 Mar, 2025 03:24:09 PM	31 Mar, 2025 03:28:25 PM	31 Mar, 2025 01:04:21 PM	0:04:07		Internal
621942039807			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		31 Mar, 2025 03:24:09 PM	31 Mar, 2025 03:28:25 PM	31 Mar, 2025 01:04:21 PM	0:04:07		Internal
621942039807			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 Mar, 2025 03:24:09 PM	31 Mar, 2025 03:28:25 PM	31 Mar, 2025 01:04:21 PM	0:04:07		Internal
621942039807			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 Mar, 2025 03:24:09 PM	31 Mar, 2025 03:28:25 PM	31 Mar, 2025 01:04:21 PM	0:04:07		Internal
621942039807			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 Mar, 2025 03:24:09 PM	31 Mar, 2025 03:28:25 PM	31 Mar, 2025 01:04:21 PM	0:04:07		Internal
621941926325			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 Mar, 2025 03:28:09 PM	31 Mar, 2025 03:36:14 PM	28 Mar, 2025 08:00:09 PM	0:04:57		Internal
621941926325			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 Mar, 2025 03:28:09 PM	31 Mar, 2025 03:36:14 PM	28 Mar, 2025 08:00:09 PM	0:04:57		Internal
621941926325			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 Mar, 2025 03:28:09 PM	31 Mar, 2025 03:36:14 PM	28 Mar, 2025 08:00:09 PM	0:04:57		Internal
621941926325			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 Mar, 2025 03:28:09 PM	31 Mar, 2025 03:36:14 PM	28 Mar, 2025 08:00:09 PM	0:04:57		Internal
621941926325			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 Mar, 2025 03:28:09 PM	31 Mar, 2025 03:36:14 PM	28 Mar, 2025 08:00:09 PM	0:04:57		Internal
621941926325			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 Mar, 2025 03:28:09 PM	31 Mar, 2025 03:36:14 PM	28 Mar, 2025 08:00:09 PM	0:04:57		Internal
621941926325			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 Mar, 2025 03:28:09 PM	31 Mar, 2025 03:36:14 PM	28 Mar, 2025 08:00:09 PM	0:04:57		Internal
621941926325			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 Mar, 2025 03:28:09 PM	31 Mar, 2025 03:36:14 PM	28 Mar, 2025 08:00:09 PM	0:04:57		Internal
621941926325			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 Mar, 2025 03:28:09 PM	31 Mar, 2025 03:36:14 PM	28 Mar, 2025 08:00:09 PM	0:04:57		Internal
621941926325			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 Mar, 2025 03:28:09 PM	31 Mar, 2025 03:36:14 PM	28 Mar, 2025 08:00:09 PM	0:04:57		Internal
621941926325			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		31 Mar, 2025 03:28:09 PM	31 Mar, 2025 03:36:14 PM	28 Mar, 2025 08:00:09 PM	0:04:57		Internal
621941926325			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 Mar, 2025 03:28:09 PM	31 Mar, 2025 03:36:14 PM	28 Mar, 2025 08:00:09 PM	0:04:57		Internal
621941926325			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 Mar, 2025 03:28:09 PM	31 Mar, 2025 03:36:14 PM	28 Mar, 2025 08:00:09 PM	0:04:57		Internal
621941926325			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 Mar, 2025 03:28:09 PM	31 Mar, 2025 03:36:14 PM	28 Mar, 2025 08:00:09 PM	0:04:57		Internal
621941926325			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 Mar, 2025 03:28:09 PM	31 Mar, 2025 03:36:14 PM	28 Mar, 2025 08:00:09 PM	0:04:57		Internal
621941926325			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 Mar, 2025 03:28:09 PM	31 Mar, 2025 03:36:14 PM	28 Mar, 2025 08:00:09 PM	0:04:57		Internal
621941926325			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 Mar, 2025 03:28:09 PM	31 Mar, 2025 03:36:14 PM	28 Mar, 2025 08:00:09 PM	0:04:57		Internal
621941926325			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 Mar, 2025 03:28:09 PM	31 Mar, 2025 03:36:14 PM	28 Mar, 2025 08:00:09 PM	0:04:57		Internal
621941926325			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		31 Mar, 2025 03:28:09 PM	31 Mar, 2025 03:36:14 PM	28 Mar, 2025 08:00:09 PM	0:04:57		Internal
621941926325			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 Mar, 2025 03:28:09 PM	31 Mar, 2025 03:36:14 PM	28 Mar, 2025 08:00:09 PM	0:04:57		Internal
621941926325			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 Mar, 2025 03:28:09 PM	31 Mar, 2025 03:36:14 PM	28 Mar, 2025 08:00:09 PM	0:04:57		Internal
621941926325			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 Mar, 2025 03:28:09 PM	31 Mar, 2025 03:36:14 PM	28 Mar, 2025 08:00:09 PM	0:04:57		Internal
621941926325			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		31 Mar, 2025 03:28:09 PM	31 Mar, 2025 03:36:14 PM	28 Mar, 2025 08:00:09 PM	0:04:57		Internal
621941926325			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 Mar, 2025 03:28:09 PM	31 Mar, 2025 03:36:14 PM	28 Mar, 2025 08:00:09 PM	0:04:57		Internal
621941926325			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 Mar, 2025 03:28:09 PM	31 Mar, 2025 03:36:14 PM	28 Mar, 2025 08:00:09 PM	0:04:57		Internal
621941926325			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 Mar, 2025 03:28:09 PM	31 Mar, 2025 03:36:14 PM	28 Mar, 2025 08:00:09 PM	0:04:57		Internal
621941552616			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Mar, 2025 12:31:40 PM	31 Mar, 2025 03:41:05 PM	26 Mar, 2025 05:29:20 PM	0:05:36		Internal
621941552616			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Mar, 2025 12:31:40 PM	31 Mar, 2025 03:41:05 PM	26 Mar, 2025 05:29:20 PM	0:05:36		Internal
621941552616			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Mar, 2025 12:31:40 PM	31 Mar, 2025 03:41:05 PM	26 Mar, 2025 05:29:20 PM	0:05:36		Internal
621941552616			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Mar, 2025 12:31:40 PM	31 Mar, 2025 03:41:05 PM	26 Mar, 2025 05:29:20 PM	0:05:36		Internal
621941552616			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Mar, 2025 12:31:40 PM	31 Mar, 2025 03:41:05 PM	26 Mar, 2025 05:29:20 PM	0:05:36		Internal
621941552616			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Mar, 2025 12:31:40 PM	31 Mar, 2025 03:41:05 PM	26 Mar, 2025 05:29:20 PM	0:05:36		Internal
621941552616			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Mar, 2025 12:31:40 PM	31 Mar, 2025 03:41:05 PM	26 Mar, 2025 05:29:20 PM	0:05:36		Internal
621941552616			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Mar, 2025 12:31:40 PM	31 Mar, 2025 03:41:05 PM	26 Mar, 2025 05:29:20 PM	0:05:36		Internal
621941552616			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Mar, 2025 12:31:40 PM	31 Mar, 2025 03:41:05 PM	26 Mar, 2025 05:29:20 PM	0:05:36		Internal
621941552616			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Mar, 2025 12:31:40 PM	31 Mar, 2025 03:41:05 PM	26 Mar, 2025 05:29:20 PM	0:05:36		Internal
621941552616			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Mar, 2025 12:31:40 PM	31 Mar, 2025 03:41:05 PM	26 Mar, 2025 05:29:20 PM	0:05:36		Internal
621941552616			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Mar, 2025 12:31:40 PM	31 Mar, 2025 03:41:05 PM	26 Mar, 2025 05:29:20 PM	0:05:36		Internal
621941552616			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Mar, 2025 12:31:40 PM	31 Mar, 2025 03:41:05 PM	26 Mar, 2025 05:29:20 PM	0:05:36		Internal
621941552616			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Mar, 2025 12:31:40 PM	31 Mar, 2025 03:41:05 PM	26 Mar, 2025 05:29:20 PM	0:05:36		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621941552616	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	27 Mar, 2025 12:31:40 PM	31 Mar, 2025 03:41:05 PM	26 Mar, 2025 05:29:20 PM	0:05:36		Internal
621941552616			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Mar, 2025 12:31:40 PM	31 Mar, 2025 03:41:05 PM	26 Mar, 2025 05:29:20 PM	0:05:36		Internal
621941552616			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Mar, 2025 12:31:40 PM	31 Mar, 2025 03:41:05 PM	26 Mar, 2025 05:29:20 PM	0:05:36		Internal
621941552616			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Mar, 2025 12:31:40 PM	31 Mar, 2025 03:41:05 PM	26 Mar, 2025 05:29:20 PM	0:05:36		Internal
621941552616			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Mar, 2025 12:31:40 PM	31 Mar, 2025 03:41:05 PM	26 Mar, 2025 05:29:20 PM	0:05:36		Internal
621941552616			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Mar, 2025 12:31:40 PM	31 Mar, 2025 03:41:05 PM	26 Mar, 2025 05:29:20 PM	0:05:36		Internal
621941552616			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Mar, 2025 12:31:40 PM	31 Mar, 2025 03:41:05 PM	26 Mar, 2025 05:29:20 PM	0:05:36		Internal
621941552616			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Mar, 2025 12:31:40 PM	31 Mar, 2025 03:41:05 PM	26 Mar, 2025 05:29:20 PM	0:05:36		Internal
621941552616			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		27 Mar, 2025 12:31:40 PM	31 Mar, 2025 03:41:05 PM	26 Mar, 2025 05:29:20 PM	0:05:36		Internal
621941552616			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Mar, 2025 12:31:40 PM	31 Mar, 2025 03:41:05 PM	26 Mar, 2025 05:29:20 PM	0:05:36		Internal
621941552616			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Mar, 2025 12:31:40 PM	31 Mar, 2025 03:41:05 PM	26 Mar, 2025 05:29:20 PM	0:05:36		Internal
621941552616			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Mar, 2025 12:31:40 PM	31 Mar, 2025 03:41:05 PM	26 Mar, 2025 05:29:20 PM	0:05:36		Internal
597059303023			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Mar, 2025 10:31:44 AM	31 Mar, 2025 03:52:12 PM	25 Mar, 2025 01:20:22 PM	0:02:44		Internal
597059303023			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Mar, 2025 10:31:44 AM	31 Mar, 2025 03:52:12 PM	25 Mar, 2025 01:20:22 PM	0:02:44		Internal
597059303023			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Mar, 2025 10:31:44 AM	31 Mar, 2025 03:52:12 PM	25 Mar, 2025 01:20:22 PM	0:02:44		Internal
597059303023			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Mar, 2025 10:31:44 AM	31 Mar, 2025 03:52:12 PM	25 Mar, 2025 01:20:22 PM	0:02:44		Internal
597059303023			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Mar, 2025 10:31:44 AM	31 Mar, 2025 03:52:12 PM	25 Mar, 2025 01:20:22 PM	0:02:44		Internal
597059303023			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Mar, 2025 10:31:44 AM	31 Mar, 2025 03:52:12 PM	25 Mar, 2025 01:20:22 PM	0:02:44		Internal
597059303023			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Mar, 2025 10:31:44 AM	31 Mar, 2025 03:52:12 PM	25 Mar, 2025 01:20:22 PM	0:02:44		Internal
597059303023			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Mar, 2025 10:31:44 AM	31 Mar, 2025 03:52:12 PM	25 Mar, 2025 01:20:22 PM	0:02:44		Internal
597059303023			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Mar, 2025 10:31:44 AM	31 Mar, 2025 03:52:12 PM	25 Mar, 2025 01:20:22 PM	0:02:44		Internal
597059303023			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Mar, 2025 10:31:44 AM	31 Mar, 2025 03:52:12 PM	25 Mar, 2025 01:20:22 PM	0:02:44		Internal
597059303023			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Mar, 2025 10:31:44 AM	31 Mar, 2025 03:52:12 PM	25 Mar, 2025 01:20:22 PM	0:02:44		Internal
597059303023			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Mar, 2025 10:31:44 AM	31 Mar, 2025 03:52:12 PM	25 Mar, 2025 01:20:22 PM	0:02:44		Internal
597059303023			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Mar, 2025 10:31:44 AM	31 Mar, 2025 03:52:12 PM	25 Mar, 2025 01:20:22 PM	0:02:44		Internal
597059303023			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Mar, 2025 10:31:44 AM	31 Mar, 2025 03:52:12 PM	25 Mar, 2025 01:20:22 PM	0:02:44		Internal
597059303023			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Mar, 2025 10:31:44 AM	31 Mar, 2025 03:52:12 PM	25 Mar, 2025 01:20:22 PM	0:02:44		Internal
597059303023			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Mar, 2025 10:31:44 AM	31 Mar, 2025 03:52:12 PM	25 Mar, 2025 01:20:22 PM	0:02:44		Internal
597059303023			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Mar, 2025 10:31:44 AM	31 Mar, 2025 03:52:12 PM	25 Mar, 2025 01:20:22 PM	0:02:44		Internal
597059303023			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Mar, 2025 10:31:44 AM	31 Mar, 2025 03:52:12 PM	25 Mar, 2025 01:20:22 PM	0:02:44		Internal
597059303023			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Mar, 2025 10:31:44 AM	31 Mar, 2025 03:52:12 PM	25 Mar, 2025 01:20:22 PM	0:02:44		Internal
597059303023			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Mar, 2025 10:31:44 AM	31 Mar, 2025 03:52:12 PM	25 Mar, 2025 01:20:22 PM	0:02:44		Internal
597059303023			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Mar, 2025 10:31:44 AM	31 Mar, 2025 03:52:12 PM	25 Mar, 2025 01:20:22 PM	0:02:44		Internal
597059303023			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Mar, 2025 10:31:44 AM	31 Mar, 2025 03:52:12 PM	25 Mar, 2025 01:20:22 PM	0:02:44		Internal
597059303023			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		26 Mar, 2025 10:31:44 AM	31 Mar, 2025 03:52:12 PM	25 Mar, 2025 01:20:22 PM	0:02:44		Internal
597059303023			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Mar, 2025 10:31:44 AM	31 Mar, 2025 03:52:12 PM	25 Mar, 2025 01:20:22 PM	0:02:44		Internal
597059303023			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Mar, 2025 10:31:44 AM	31 Mar, 2025 03:52:12 PM	25 Mar, 2025 01:20:22 PM	0:02:44		Internal
597059303023			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Mar, 2025 10:31:44 AM	31 Mar, 2025 03:52:12 PM	25 Mar, 2025 01:20:22 PM	0:02:44		Internal
621942038996			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 Mar, 2025 01:31:57 PM	31 Mar, 2025 03:52:39 PM	31 Mar, 2025 12:42:47 PM	0:03:12		Internal
621942038996			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 Mar, 2025 01:31:57 PM	31 Mar, 2025 03:52:39 PM	31 Mar, 2025 12:42:47 PM	0:03:12		Internal
621942038996			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 Mar, 2025 01:31:57 PM	31 Mar, 2025 03:52:39 PM	31 Mar, 2025 12:42:47 PM	0:03:12		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621942038996			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 Mar, 2025 01:31:57 PM	31 Mar, 2025 03:52:39 PM	31 Mar, 2025 12:42:47 PM	0:03:12		Internal
621942038996			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 Mar, 2025 01:31:57 PM	31 Mar, 2025 03:52:39 PM	31 Mar, 2025 12:42:47 PM	0:03:12		Internal
621942038996			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 Mar, 2025 01:31:57 PM	31 Mar, 2025 03:52:39 PM	31 Mar, 2025 12:42:47 PM	0:03:12		Internal
621942038996			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 Mar, 2025 01:31:57 PM	31 Mar, 2025 03:52:39 PM	31 Mar, 2025 12:42:47 PM	0:03:12		Internal
621942038996			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 Mar, 2025 01:31:57 PM	31 Mar, 2025 03:52:39 PM	31 Mar, 2025 12:42:47 PM	0:03:12		Internal
621942038996			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 Mar, 2025 01:31:57 PM	31 Mar, 2025 03:52:39 PM	31 Mar, 2025 12:42:47 PM	0:03:12		Internal
621942038996			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 Mar, 2025 01:31:57 PM	31 Mar, 2025 03:52:39 PM	31 Mar, 2025 12:42:47 PM	0:03:12		Internal
621942038996			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		31 Mar, 2025 01:31:57 PM	31 Mar, 2025 03:52:39 PM	31 Mar, 2025 12:42:47 PM	0:03:12		Internal
621942038996			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 Mar, 2025 01:31:57 PM	31 Mar, 2025 03:52:39 PM	31 Mar, 2025 12:42:47 PM	0:03:12		Internal
621942038996			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 Mar, 2025 01:31:57 PM	31 Mar, 2025 03:52:39 PM	31 Mar, 2025 12:42:47 PM	0:03:12		Internal
621942038996			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 Mar, 2025 01:31:57 PM	31 Mar, 2025 03:52:39 PM	31 Mar, 2025 12:42:47 PM	0:03:12		Internal
621942038996			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 Mar, 2025 01:31:57 PM	31 Mar, 2025 03:52:39 PM	31 Mar, 2025 12:42:47 PM	0:03:12		Internal
621942038996			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 Mar, 2025 01:31:57 PM	31 Mar, 2025 03:52:39 PM	31 Mar, 2025 12:42:47 PM	0:03:12		Internal
621942038996			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 Mar, 2025 01:31:57 PM	31 Mar, 2025 03:52:39 PM	31 Mar, 2025 12:42:47 PM	0:03:12		Internal
621942038996			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 Mar, 2025 01:31:57 PM	31 Mar, 2025 03:52:39 PM	31 Mar, 2025 12:42:47 PM	0:03:12		Internal
621942038996			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		31 Mar, 2025 01:31:57 PM	31 Mar, 2025 03:52:39 PM	31 Mar, 2025 12:42:47 PM	0:03:12		Internal
621942038996			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 Mar, 2025 01:31:57 PM	31 Mar, 2025 03:52:39 PM	31 Mar, 2025 12:42:47 PM	0:03:12		Internal
621942038996			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 Mar, 2025 01:31:57 PM	31 Mar, 2025 03:52:39 PM	31 Mar, 2025 12:42:47 PM	0:03:12		Internal
621942038996			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 Mar, 2025 01:31:57 PM	31 Mar, 2025 03:52:39 PM	31 Mar, 2025 12:42:47 PM	0:03:12		Internal
621942038996			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		31 Mar, 2025 01:31:57 PM	31 Mar, 2025 03:52:39 PM	31 Mar, 2025 12:42:47 PM	0:03:12		Internal
621942038996			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 Mar, 2025 01:31:57 PM	31 Mar, 2025 03:52:39 PM	31 Mar, 2025 12:42:47 PM	0:03:12		Internal
621942038996			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 Mar, 2025 01:31:57 PM	31 Mar, 2025 03:52:39 PM	31 Mar, 2025 12:42:47 PM	0:03:12		Internal
621942038996			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 Mar, 2025 01:31:57 PM	31 Mar, 2025 03:52:39 PM	31 Mar, 2025 12:42:47 PM	0:03:12		Internal
621941814989			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 Mar, 2025 03:44:13 PM	31 Mar, 2025 03:55:16 PM	28 Mar, 2025 12:58:19 PM	0:04:40		Internal
621941814989			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 Mar, 2025 03:44:13 PM	31 Mar, 2025 03:55:16 PM	28 Mar, 2025 12:58:19 PM	0:04:40		Internal
621941814989			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 Mar, 2025 03:44:13 PM	31 Mar, 2025 03:55:16 PM	28 Mar, 2025 12:58:19 PM	0:04:40		Internal
621941814989			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 Mar, 2025 03:44:13 PM	31 Mar, 2025 03:55:16 PM	28 Mar, 2025 12:58:19 PM	0:04:40		Internal
621941814989			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 Mar, 2025 03:44:13 PM	31 Mar, 2025 03:55:16 PM	28 Mar, 2025 12:58:19 PM	0:04:40		Internal
621941814989			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 Mar, 2025 03:44:13 PM	31 Mar, 2025 03:55:16 PM	28 Mar, 2025 12:58:19 PM	0:04:40		Internal
621941814989			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 Mar, 2025 03:44:13 PM	31 Mar, 2025 03:55:16 PM	28 Mar, 2025 12:58:19 PM	0:04:40		Internal
621941814989			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 Mar, 2025 03:44:13 PM	31 Mar, 2025 03:55:16 PM	28 Mar, 2025 12:58:19 PM	0:04:40		Internal
621941814989			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 Mar, 2025 03:44:13 PM	31 Mar, 2025 03:55:16 PM	28 Mar, 2025 12:58:19 PM	0:04:40		Internal
621941814989			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 Mar, 2025 03:44:13 PM	31 Mar, 2025 03:55:16 PM	28 Mar, 2025 12:58:19 PM	0:04:40		Internal
621941814989			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		31 Mar, 2025 03:44:13 PM	31 Mar, 2025 03:55:16 PM	28 Mar, 2025 12:58:19 PM	0:04:40		Internal
621941814989			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 Mar, 2025 03:44:13 PM	31 Mar, 2025 03:55:16 PM	28 Mar, 2025 12:58:19 PM	0:04:40		Internal
621941814989			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 Mar, 2025 03:44:13 PM	31 Mar, 2025 03:55:16 PM	28 Mar, 2025 12:58:19 PM	0:04:40		Internal
621941814989			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 Mar, 2025 03:44:13 PM	31 Mar, 2025 03:55:16 PM	28 Mar, 2025 12:58:19 PM	0:04:40		Internal
621941814989			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 Mar, 2025 03:44:13 PM	31 Mar, 2025 03:55:16 PM	28 Mar, 2025 12:58:19 PM	0:04:40		Internal
621941814989			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 Mar, 2025 03:44:13 PM	31 Mar, 2025 03:55:16 PM	28 Mar, 2025 12:58:19 PM	0:04:40		Internal
621941814989			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 Mar, 2025 03:44:13 PM	31 Mar, 2025 03:55:16 PM	28 Mar, 2025 12:58:19 PM	0:04:40		Internal
621941814989			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 Mar, 2025 03:44:13 PM	31 Mar, 2025 03:55:16 PM	28 Mar, 2025 12:58:19 PM	0:04:40		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621941814989	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	31 Mar, 2025 03:44:13 PM	31 Mar, 2025 03:55:16 PM	28 Mar, 2025 12:58:19 PM	0:04:40		Internal
621941814989			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 Mar, 2025 03:44:13 PM	31 Mar, 2025 03:55:16 PM	28 Mar, 2025 12:58:19 PM	0:04:40		Internal
621941814989			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 Mar, 2025 03:44:13 PM	31 Mar, 2025 03:55:16 PM	28 Mar, 2025 12:58:19 PM	0:04:40		Internal
621941814989			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 Mar, 2025 03:44:13 PM	31 Mar, 2025 03:55:16 PM	28 Mar, 2025 12:58:19 PM	0:04:40		Internal
621941814989			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		31 Mar, 2025 03:44:13 PM	31 Mar, 2025 03:55:16 PM	28 Mar, 2025 12:58:19 PM	0:04:40		Internal
621941814989			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 Mar, 2025 03:44:13 PM	31 Mar, 2025 03:55:16 PM	28 Mar, 2025 12:58:19 PM	0:04:40		Internal
621941814989			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 Mar, 2025 03:44:13 PM	31 Mar, 2025 03:55:16 PM	28 Mar, 2025 12:58:19 PM	0:04:40		Internal
621941814989			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 Mar, 2025 03:44:13 PM	31 Mar, 2025 03:55:16 PM	28 Mar, 2025 12:58:19 PM	0:04:40		Internal
597059550423			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Mar, 2025 08:02:00 AM	31 Mar, 2025 04:00:55 PM	26 Mar, 2025 05:21:38 PM	0:06:45		Internal
597059550423			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Mar, 2025 08:02:00 AM	31 Mar, 2025 04:00:55 PM	26 Mar, 2025 05:21:38 PM	0:06:45		Internal
597059550423			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Mar, 2025 08:02:00 AM	31 Mar, 2025 04:00:55 PM	26 Mar, 2025 05:21:38 PM	0:06:45		Internal
597059550423			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Mar, 2025 08:02:00 AM	31 Mar, 2025 04:00:55 PM	26 Mar, 2025 05:21:38 PM	0:06:45		Internal
597059550423			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Mar, 2025 08:02:00 AM	31 Mar, 2025 04:00:55 PM	26 Mar, 2025 05:21:38 PM	0:06:45		Internal
597059550423			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Mar, 2025 08:02:00 AM	31 Mar, 2025 04:00:55 PM	26 Mar, 2025 05:21:38 PM	0:06:45		Internal
597059550423			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Mar, 2025 08:02:00 AM	31 Mar, 2025 04:00:55 PM	26 Mar, 2025 05:21:38 PM	0:06:45		Internal
597059550423			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Mar, 2025 08:02:00 AM	31 Mar, 2025 04:00:55 PM	26 Mar, 2025 05:21:38 PM	0:06:45		Internal
597059550423			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Mar, 2025 08:02:00 AM	31 Mar, 2025 04:00:55 PM	26 Mar, 2025 05:21:38 PM	0:06:45		Internal
597059550423			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Mar, 2025 08:02:00 AM	31 Mar, 2025 04:00:55 PM	26 Mar, 2025 05:21:38 PM	0:06:45		Internal
597059550423			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Mar, 2025 08:02:00 AM	31 Mar, 2025 04:00:55 PM	26 Mar, 2025 05:21:38 PM	0:06:45		Internal
597059550423			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Mar, 2025 08:02:00 AM	31 Mar, 2025 04:00:55 PM	26 Mar, 2025 05:21:38 PM	0:06:45		Internal
597059550423			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Mar, 2025 08:02:00 AM	31 Mar, 2025 04:00:55 PM	26 Mar, 2025 05:21:38 PM	0:06:45		Internal
597059550423			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Mar, 2025 08:02:00 AM	31 Mar, 2025 04:00:55 PM	26 Mar, 2025 05:21:38 PM	0:06:45		Internal
597059550423			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Mar, 2025 08:02:00 AM	31 Mar, 2025 04:00:55 PM	26 Mar, 2025 05:21:38 PM	0:06:45		Internal
597059550423			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Mar, 2025 08:02:00 AM	31 Mar, 2025 04:00:55 PM	26 Mar, 2025 05:21:38 PM	0:06:45		Internal
597059550423			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Mar, 2025 08:02:00 AM	31 Mar, 2025 04:00:55 PM	26 Mar, 2025 05:21:38 PM	0:06:45		Internal
597059550423			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Mar, 2025 08:02:00 AM	31 Mar, 2025 04:00:55 PM	26 Mar, 2025 05:21:38 PM	0:06:45		Internal
597059550423			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Mar, 2025 08:02:00 AM	31 Mar, 2025 04:00:55 PM	26 Mar, 2025 05:21:38 PM	0:06:45		Internal
597059550423			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Mar, 2025 08:02:00 AM	31 Mar, 2025 04:00:55 PM	26 Mar, 2025 05:21:38 PM	0:06:45		Internal
597059550423			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Mar, 2025 08:02:00 AM	31 Mar, 2025 04:00:55 PM	26 Mar, 2025 05:21:38 PM	0:06:45		Internal
597059550423			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Mar, 2025 08:02:00 AM	31 Mar, 2025 04:00:55 PM	26 Mar, 2025 05:21:38 PM	0:06:45		Internal
597059550423			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		28 Mar, 2025 08:02:00 AM	31 Mar, 2025 04:00:55 PM	26 Mar, 2025 05:21:38 PM	0:06:45		Internal
597059550423			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Mar, 2025 08:02:00 AM	31 Mar, 2025 04:00:55 PM	26 Mar, 2025 05:21:38 PM	0:06:45		Internal
597059550423			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Mar, 2025 08:02:00 AM	31 Mar, 2025 04:00:55 PM	26 Mar, 2025 05:21:38 PM	0:06:45		Internal
597059550423			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Mar, 2025 08:02:00 AM	31 Mar, 2025 04:00:55 PM	26 Mar, 2025 05:21:38 PM	0:06:45		Internal
621941806576			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Mar, 2025 04:02:09 PM	31 Mar, 2025 04:10:37 PM	28 Mar, 2025 12:07:39 PM	0:02:02		Internal
621941806576			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Mar, 2025 04:02:09 PM	31 Mar, 2025 04:10:37 PM	28 Mar, 2025 12:07:39 PM	0:02:02		Internal
621941806576			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Mar, 2025 04:02:09 PM	31 Mar, 2025 04:10:37 PM	28 Mar, 2025 12:07:39 PM	0:02:02		Internal
621941806576			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Mar, 2025 04:02:09 PM	31 Mar, 2025 04:10:37 PM	28 Mar, 2025 12:07:39 PM	0:02:02		Internal
621941806576			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Mar, 2025 04:02:09 PM	31 Mar, 2025 04:10:37 PM	28 Mar, 2025 12:07:39 PM	0:02:02		Internal
621941806576			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Mar, 2025 04:02:09 PM	31 Mar, 2025 04:10:37 PM	28 Mar, 2025 12:07:39 PM	0:02:02		Internal
621941806576			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Mar, 2025 04:02:09 PM	31 Mar, 2025 04:10:37 PM	28 Mar, 2025 12:07:39 PM	0:02:02		Internal
621941806576			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Mar, 2025 04:02:09 PM	31 Mar, 2025 04:10:37 PM	28 Mar, 2025 12:07:39 PM	0:02:02		Internal
621941806576			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Mar, 2025 04:02:09 PM	31 Mar, 2025 04:10:37 PM	28 Mar, 2025 12:07:39 PM	0:02:02		Internal
621941806576			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Mar, 2025 04:02:09 PM	31 Mar, 2025 04:10:37 PM	28 Mar, 2025 12:07:39 PM	0:02:02		Internal
621941806576			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Mar, 2025 04:02:09 PM	31 Mar, 2025 04:10:37 PM	28 Mar, 2025 12:07:39 PM	0:02:02		Internal
621941806576			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Mar, 2025 04:02:09 PM	31 Mar, 2025 04:10:37 PM	28 Mar, 2025 12:07:39 PM	0:02:02		Internal
621941806576			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Mar, 2025 04:02:09 PM	31 Mar, 2025 04:10:37 PM	28 Mar, 2025 12:07:39 PM	0:02:02		Internal
621941806576			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Mar, 2025 04:02:09 PM	31 Mar, 2025 04:10:37 PM	28 Mar, 2025 12:07:39 PM	0:02:02		Internal
621941806576			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Mar, 2025 04:02:09 PM	31 Mar, 2025 04:10:37 PM	28 Mar, 2025 12:07:39 PM	0:02:02		Internal
621941806576			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Mar, 2025 04:02:09 PM	31 Mar, 2025 04:10:37 PM	28 Mar, 2025 12:07:39 PM	0:02:02		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621941806576	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	[redacted]	28 Mar, 2025 04:02:09 PM	31 Mar, 2025 04:10:37 PM	28 Mar, 2025 12:07:39 PM	0:02:02		Internal
621941806576			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Mar, 2025 04:02:09 PM	31 Mar, 2025 04:10:37 PM	28 Mar, 2025 12:07:39 PM	0:02:02		Internal
621941806576			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Mar, 2025 04:02:09 PM	31 Mar, 2025 04:10:37 PM	28 Mar, 2025 12:07:39 PM	0:02:02		Internal
621941806576			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Mar, 2025 04:02:09 PM	31 Mar, 2025 04:10:37 PM	28 Mar, 2025 12:07:39 PM	0:02:02		Internal
621941806576			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Mar, 2025 04:02:09 PM	31 Mar, 2025 04:10:37 PM	28 Mar, 2025 12:07:39 PM	0:02:02		Internal
621941806576			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Mar, 2025 04:02:09 PM	31 Mar, 2025 04:10:37 PM	28 Mar, 2025 12:07:39 PM	0:02:02		Internal
621941806576			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		28 Mar, 2025 04:02:09 PM	31 Mar, 2025 04:10:37 PM	28 Mar, 2025 12:07:39 PM	0:02:02		Internal
621941806576			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Mar, 2025 04:02:09 PM	31 Mar, 2025 04:10:37 PM	28 Mar, 2025 12:07:39 PM	0:02:02		Internal
621941806576			CTE_Res_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Mar, 2025 04:02:09 PM	31 Mar, 2025 04:10:37 PM	28 Mar, 2025 12:07:39 PM	0:02:02		Internal
621941806576			CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Mar, 2025 04:02:09 PM	31 Mar, 2025 04:10:37 PM	28 Mar, 2025 12:07:39 PM	0:02:02		Internal
597057727647			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Mar, 2025 03:31:30 AM	31 Mar, 2025 04:31:54 PM	12 Mar, 2025 05:08:20 PM	0:04:07		Internal
597057727647			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Mar, 2025 03:31:30 AM	31 Mar, 2025 04:31:54 PM	12 Mar, 2025 05:08:20 PM	0:04:07		Internal
597057727647			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Mar, 2025 03:31:30 AM	31 Mar, 2025 04:31:54 PM	12 Mar, 2025 05:08:20 PM	0:04:07		Internal
597057727647			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Mar, 2025 03:31:30 AM	31 Mar, 2025 04:31:54 PM	12 Mar, 2025 05:08:20 PM	0:04:07		Internal
597057727647			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Mar, 2025 03:31:30 AM	31 Mar, 2025 04:31:54 PM	12 Mar, 2025 05:08:20 PM	0:04:07		Internal
597057727647			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Mar, 2025 03:31:30 AM	31 Mar, 2025 04:31:54 PM	12 Mar, 2025 05:08:20 PM	0:04:07		Internal
597057727647			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Mar, 2025 03:31:30 AM	31 Mar, 2025 04:31:54 PM	12 Mar, 2025 05:08:20 PM	0:04:07		Internal
597057727647			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Mar, 2025 03:31:30 AM	31 Mar, 2025 04:31:54 PM	12 Mar, 2025 05:08:20 PM	0:04:07		Internal
597057727647			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Mar, 2025 03:31:30 AM	31 Mar, 2025 04:31:54 PM	12 Mar, 2025 05:08:20 PM	0:04:07		Internal
597057727647			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Mar, 2025 03:31:30 AM	31 Mar, 2025 04:31:54 PM	12 Mar, 2025 05:08:20 PM	0:04:07		Internal
597057727647			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Mar, 2025 03:31:30 AM	31 Mar, 2025 04:31:54 PM	12 Mar, 2025 05:08:20 PM	0:04:07		Internal
597057727647			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Mar, 2025 03:31:30 AM	31 Mar, 2025 04:31:54 PM	12 Mar, 2025 05:08:20 PM	0:04:07		Internal
597057727647			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Mar, 2025 03:31:30 AM	31 Mar, 2025 04:31:54 PM	12 Mar, 2025 05:08:20 PM	0:04:07		Internal
597057727647			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Mar, 2025 03:31:30 AM	31 Mar, 2025 04:31:54 PM	12 Mar, 2025 05:08:20 PM	0:04:07		Internal
597057727647			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Mar, 2025 03:31:30 AM	31 Mar, 2025 04:31:54 PM	12 Mar, 2025 05:08:20 PM	0:04:07		Internal
597057727647			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Mar, 2025 03:31:30 AM	31 Mar, 2025 04:31:54 PM	12 Mar, 2025 05:08:20 PM	0:04:07		Internal
597057727647			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Mar, 2025 03:31:30 AM	31 Mar, 2025 04:31:54 PM	12 Mar, 2025 05:08:20 PM	0:04:07		Internal
597057727647			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 Mar, 2025 03:31:30 AM	31 Mar, 2025 04:31:54 PM	12 Mar, 2025 05:08:20 PM	0:04:07		Internal
597057727647			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Mar, 2025 03:31:30 AM	31 Mar, 2025 04:31:54 PM	12 Mar, 2025 05:08:20 PM	0:04:07		Internal
597057727647			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Mar, 2025 03:31:30 AM	31 Mar, 2025 04:31:54 PM	12 Mar, 2025 05:08:20 PM	0:04:07		Internal
597057727647			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Mar, 2025 03:31:30 AM	31 Mar, 2025 04:31:54 PM	12 Mar, 2025 05:08:20 PM	0:04:07		Internal
597057727647			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Mar, 2025 03:31:30 AM	31 Mar, 2025 04:31:54 PM	12 Mar, 2025 05:08:20 PM	0:04:07		Internal
597057727647			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		13 Mar, 2025 03:31:30 AM	31 Mar, 2025 04:31:54 PM	12 Mar, 2025 05:08:20 PM	0:04:07		Internal
597057727647			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Mar, 2025 03:31:30 AM	31 Mar, 2025 04:31:54 PM	12 Mar, 2025 05:08:20 PM	0:04:07		Internal
597057727647			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Mar, 2025 03:31:30 AM	31 Mar, 2025 04:31:54 PM	12 Mar, 2025 05:08:20 PM	0:04:07		Internal
597057727647			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Mar, 2025 03:31:30 AM	31 Mar, 2025 04:31:54 PM	12 Mar, 2025 05:08:20 PM	0:04:07		Internal
597058255708			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Mar, 2025 08:01:44 PM	31 Mar, 2025 04:40:55 PM	17 Mar, 2025 03:46:38 PM	0:05:09		Internal
597058255708			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Mar, 2025 08:01:44 PM	31 Mar, 2025 04:40:55 PM	17 Mar, 2025 03:46:38 PM	0:05:09		Internal
597058255708			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Mar, 2025 08:01:44 PM	31 Mar, 2025 04:40:55 PM	17 Mar, 2025 03:46:38 PM	0:05:09		Internal
597058255708			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Mar, 2025 08:01:44 PM	31 Mar, 2025 04:40:55 PM	17 Mar, 2025 03:46:38 PM	0:05:09		Internal
597058255708			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Mar, 2025 08:01:44 PM	31 Mar, 2025 04:40:55 PM	17 Mar, 2025 03:46:38 PM	0:05:09		Internal
597058255708			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Mar, 2025 08:01:44 PM	31 Mar, 2025 04:40:55 PM	17 Mar, 2025 03:46:38 PM	0:05:09		Internal
597058255708			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Mar, 2025 08:01:44 PM	31 Mar, 2025 04:40:55 PM	17 Mar, 2025 03:46:38 PM	0:05:09		Internal
597058255708			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Mar, 2025 08:01:44 PM	31 Mar, 2025 04:40:55 PM	17 Mar, 2025 03:46:38 PM	0:05:09		Internal
597058255708			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Mar, 2025 08:01:44 PM	31 Mar, 2025 04:40:55 PM	17 Mar, 2025 03:46:38 PM	0:05:09		Internal
597058255708			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Mar, 2025 08:01:44 PM	31 Mar, 2025 04:40:55 PM	17 Mar, 2025 03:46:38 PM	0:05:09		Internal
597058255708			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Mar, 2025 08:01:44 PM	31 Mar, 2025 04:40:55 PM	17 Mar, 2025 03:46:38 PM	0:05:09		Internal
597058255708			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Mar, 2025 08:01:44 PM	31 Mar, 2025 04:40:55 PM	17 Mar, 2025 03:46:38 PM	0:05:09		Internal
597058255708			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Mar, 2025 08:01:44 PM	31 Mar, 2025 04:40:55 PM	17 Mar, 2025 03:46:38 PM	0:05:09		Internal
597058255708			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Mar, 2025 08:01:44 PM	31 Mar, 2025 04:40:55 PM	17 Mar, 2025 03:46:38 PM	0:05:09		Internal
597058255708			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Mar, 2025 08:01:44 PM	31 Mar, 2025 04:40:55 PM	17 Mar, 2025 03:46:38 PM	0:05:09		Internal
597058255708			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Mar, 2025 08:01:44 PM	31 Mar, 2025 04:40:55 PM	17 Mar, 2025 03:46:38 PM	0:05:09		Internal
597058255708			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Mar, 2025 08:01:44 PM	31 Mar, 2025 04:40:55 PM	17 Mar, 2025 03:46:38 PM	0:05:09		Internal
597058255708			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Mar, 2025 08:01:44 PM	31 Mar, 2025 04:40:55 PM	17 Mar, 2025 03:46:38 PM	0:05:09		Internal
597058255708			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Mar, 2025 08:01:44 PM	31 Mar, 2025 04:40:55 PM	17 Mar, 2025 03:46:38 PM	0:05:09		Internal
597058255708			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Mar, 2025 08:01:44 PM	31 Mar, 2025 04:40:55 PM	17 Mar, 2025 03:46:38 PM	0:05:09		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597058255708	[redacted]	[redacted]	CTE_Veg_MGT_Hotline	[redacted]	Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	[redacted]	17 Mar, 2025 08:01:44 PM	31 Mar, 2025 04:40:55 PM	17 Mar, 2025 03:46:38 PM	0:05:09		Internal
597058255708			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Mar, 2025 08:01:44 PM	31 Mar, 2025 04:40:55 PM	17 Mar, 2025 03:46:38 PM	0:05:09		Internal
597058255708			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		17 Mar, 2025 08:01:44 PM	31 Mar, 2025 04:40:55 PM	17 Mar, 2025 03:46:38 PM	0:05:09		Internal
597058255708			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Mar, 2025 08:01:44 PM	31 Mar, 2025 04:40:55 PM	17 Mar, 2025 03:46:38 PM	0:05:09		Internal
597058255708			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Mar, 2025 08:01:44 PM	31 Mar, 2025 04:40:55 PM	17 Mar, 2025 03:46:38 PM	0:05:09		Internal
597058255708			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Mar, 2025 08:01:44 PM	31 Mar, 2025 04:40:55 PM	17 Mar, 2025 03:46:38 PM	0:05:09		Internal
597058339180			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Mar, 2025 06:01:36 AM	31 Mar, 2025 04:41:32 PM	17 Mar, 2025 08:27:07 PM	0:05:06		Internal
597058339180			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Mar, 2025 06:01:36 AM	31 Mar, 2025 04:41:32 PM	17 Mar, 2025 08:27:07 PM	0:05:06		Internal
597058339180			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Mar, 2025 06:01:36 AM	31 Mar, 2025 04:41:32 PM	17 Mar, 2025 08:27:07 PM	0:05:06		Internal
597058339180			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Mar, 2025 06:01:36 AM	31 Mar, 2025 04:41:32 PM	17 Mar, 2025 08:27:07 PM	0:05:06		Internal
597058339180			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Mar, 2025 06:01:36 AM	31 Mar, 2025 04:41:32 PM	17 Mar, 2025 08:27:07 PM	0:05:06		Internal
597058339180			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Mar, 2025 06:01:36 AM	31 Mar, 2025 04:41:32 PM	17 Mar, 2025 08:27:07 PM	0:05:06		Internal
597058339180			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Mar, 2025 06:01:36 AM	31 Mar, 2025 04:41:32 PM	17 Mar, 2025 08:27:07 PM	0:05:06		Internal
597058339180			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Mar, 2025 06:01:36 AM	31 Mar, 2025 04:41:32 PM	17 Mar, 2025 08:27:07 PM	0:05:06		Internal
597058339180			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Mar, 2025 06:01:36 AM	31 Mar, 2025 04:41:32 PM	17 Mar, 2025 08:27:07 PM	0:05:06		Internal
597058339180			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Mar, 2025 06:01:36 AM	31 Mar, 2025 04:41:32 PM	17 Mar, 2025 08:27:07 PM	0:05:06		Internal
597058339180			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Mar, 2025 06:01:36 AM	31 Mar, 2025 04:41:32 PM	17 Mar, 2025 08:27:07 PM	0:05:06		Internal
597058339180			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Mar, 2025 06:01:36 AM	31 Mar, 2025 04:41:32 PM	17 Mar, 2025 08:27:07 PM	0:05:06		Internal
597058339180			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Mar, 2025 06:01:36 AM	31 Mar, 2025 04:41:32 PM	17 Mar, 2025 08:27:07 PM	0:05:06		Internal
597058339180			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Mar, 2025 06:01:36 AM	31 Mar, 2025 04:41:32 PM	17 Mar, 2025 08:27:07 PM	0:05:06		Internal
597058339180			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Mar, 2025 06:01:36 AM	31 Mar, 2025 04:41:32 PM	17 Mar, 2025 08:27:07 PM	0:05:06		Internal
597058339180			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Mar, 2025 06:01:36 AM	31 Mar, 2025 04:41:32 PM	17 Mar, 2025 08:27:07 PM	0:05:06		Internal
597058339180			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Mar, 2025 06:01:36 AM	31 Mar, 2025 04:41:32 PM	17 Mar, 2025 08:27:07 PM	0:05:06		Internal
597058339180			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Mar, 2025 06:01:36 AM	31 Mar, 2025 04:41:32 PM	17 Mar, 2025 08:27:07 PM	0:05:06		Internal
597058339180			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Mar, 2025 06:01:36 AM	31 Mar, 2025 04:41:32 PM	17 Mar, 2025 08:27:07 PM	0:05:06		Internal
597058339180			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Mar, 2025 06:01:36 AM	31 Mar, 2025 04:41:32 PM	17 Mar, 2025 08:27:07 PM	0:05:06		Internal
597058339180			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Mar, 2025 06:01:36 AM	31 Mar, 2025 04:41:32 PM	17 Mar, 2025 08:27:07 PM	0:05:06		Internal
597058339180			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Mar, 2025 06:01:36 AM	31 Mar, 2025 04:41:32 PM	17 Mar, 2025 08:27:07 PM	0:05:06		Internal
597058339180			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		19 Mar, 2025 06:01:36 AM	31 Mar, 2025 04:41:32 PM	17 Mar, 2025 08:27:07 PM	0:05:06		Internal
597058339180			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Mar, 2025 06:01:36 AM	31 Mar, 2025 04:41:32 PM	17 Mar, 2025 08:27:07 PM	0:05:06		Internal
597058339180			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Mar, 2025 06:01:36 AM	31 Mar, 2025 04:41:32 PM	17 Mar, 2025 08:27:07 PM	0:05:06		Internal
597058339180			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Mar, 2025 06:01:36 AM	31 Mar, 2025 04:41:32 PM	17 Mar, 2025 08:27:07 PM	0:05:06		Internal
597057661086			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Mar, 2025 03:31:31 AM	31 Mar, 2025 05:10:25 PM	12 Mar, 2025 12:57:58 PM	0:02:45		Internal
597057661086			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Mar, 2025 03:31:31 AM	31 Mar, 2025 05:10:25 PM	12 Mar, 2025 12:57:58 PM	0:02:45		Internal
597057661086			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Mar, 2025 03:31:31 AM	31 Mar, 2025 05:10:25 PM	12 Mar, 2025 12:57:58 PM	0:02:45		Internal
597057661086			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Mar, 2025 03:31:31 AM	31 Mar, 2025 05:10:25 PM	12 Mar, 2025 12:57:58 PM	0:02:45		Internal
597057661086			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Mar, 2025 03:31:31 AM	31 Mar, 2025 05:10:25 PM	12 Mar, 2025 12:57:58 PM	0:02:45		Internal
597057661086			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Mar, 2025 03:31:31 AM	31 Mar, 2025 05:10:25 PM	12 Mar, 2025 12:57:58 PM	0:02:45		Internal
597057661086			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Mar, 2025 03:31:31 AM	31 Mar, 2025 05:10:25 PM	12 Mar, 2025 12:57:58 PM	0:02:45		Internal
597057661086			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Mar, 2025 03:31:31 AM	31 Mar, 2025 05:10:25 PM	12 Mar, 2025 12:57:58 PM	0:02:45		Internal
597057661086			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Mar, 2025 03:31:31 AM	31 Mar, 2025 05:10:25 PM	12 Mar, 2025 12:57:58 PM	0:02:45		Internal
597057661086			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Mar, 2025 03:31:31 AM	31 Mar, 2025 05:10:25 PM	12 Mar, 2025 12:57:58 PM	0:02:45		Internal
597057661086			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Mar, 2025 03:31:31 AM	31 Mar, 2025 05:10:25 PM	12 Mar, 2025 12:57:58 PM	0:02:45		Internal
597057661086			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Mar, 2025 03:31:31 AM	31 Mar, 2025 05:10:25 PM	12 Mar, 2025 12:57:58 PM	0:02:45		Internal
597057661086			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Mar, 2025 03:31:31 AM	31 Mar, 2025 05:10:25 PM	12 Mar, 2025 12:57:58 PM	0:02:45		Internal
597057661086			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Mar, 2025 03:31:31 AM	31 Mar, 2025 05:10:25 PM	12 Mar, 2025 12:57:58 PM	0:02:45		Internal
597057661086			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Mar, 2025 03:31:31 AM	31 Mar, 2025 05:10:25 PM	12 Mar, 2025 12:57:58 PM	0:02:45		Internal
597057661086			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Mar, 2025 03:31:31 AM	31 Mar, 2025 05:10:25 PM	12 Mar, 2025 12:57:58 PM	0:02:45		Internal
597057661086			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Mar, 2025 03:31:31 AM	31 Mar, 2025 05:10:25 PM	12 Mar, 2025 12:57:58 PM	0:02:45		Internal
597057661086			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 Mar, 2025 03:31:31 AM	31 Mar, 2025 05:10:25 PM	12 Mar, 2025 12:57:58 PM	0:02:45		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597057661086	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	13 Mar, 2025 03:31:31 AM	31 Mar, 2025 05:10:25 PM	12 Mar, 2025 12:57:58 PM	0:02:45		Internal
597057661086			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Mar, 2025 03:31:31 AM	31 Mar, 2025 05:10:25 PM	12 Mar, 2025 12:57:58 PM	0:02:45		Internal
597057661086			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Mar, 2025 03:31:31 AM	31 Mar, 2025 05:10:25 PM	12 Mar, 2025 12:57:58 PM	0:02:45		Internal
597057661086			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Mar, 2025 03:31:31 AM	31 Mar, 2025 05:10:25 PM	12 Mar, 2025 12:57:58 PM	0:02:45		Internal
597057661086			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		13 Mar, 2025 03:31:31 AM	31 Mar, 2025 05:10:25 PM	12 Mar, 2025 12:57:58 PM	0:02:45		Internal
597057661086			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Mar, 2025 03:31:31 AM	31 Mar, 2025 05:10:25 PM	12 Mar, 2025 12:57:58 PM	0:02:45		Internal
597057661086			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Mar, 2025 03:31:31 AM	31 Mar, 2025 05:10:25 PM	12 Mar, 2025 12:57:58 PM	0:02:45		Internal
597057661086			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Mar, 2025 03:31:31 AM	31 Mar, 2025 05:10:25 PM	12 Mar, 2025 12:57:58 PM	0:02:45		Internal
597058261825			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 Mar, 2025 05:01:25 PM	31 Mar, 2025 05:10:45 PM	17 Mar, 2025 04:08:59 PM	0:04:54		Internal
597058261825			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 Mar, 2025 05:01:25 PM	31 Mar, 2025 05:10:45 PM	17 Mar, 2025 04:08:59 PM	0:04:54		Internal
597058261825			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 Mar, 2025 05:01:25 PM	31 Mar, 2025 05:10:45 PM	17 Mar, 2025 04:08:59 PM	0:04:54		Internal
597058261825			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 Mar, 2025 05:01:25 PM	31 Mar, 2025 05:10:45 PM	17 Mar, 2025 04:08:59 PM	0:04:54		Internal
597058261825			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 Mar, 2025 05:01:25 PM	31 Mar, 2025 05:10:45 PM	17 Mar, 2025 04:08:59 PM	0:04:54		Internal
597058261825			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 Mar, 2025 05:01:25 PM	31 Mar, 2025 05:10:45 PM	17 Mar, 2025 04:08:59 PM	0:04:54		Internal
597058261825			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 Mar, 2025 05:01:25 PM	31 Mar, 2025 05:10:45 PM	17 Mar, 2025 04:08:59 PM	0:04:54		Internal
597058261825			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 Mar, 2025 05:01:25 PM	31 Mar, 2025 05:10:45 PM	17 Mar, 2025 04:08:59 PM	0:04:54		Internal
597058261825			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 Mar, 2025 05:01:25 PM	31 Mar, 2025 05:10:45 PM	17 Mar, 2025 04:08:59 PM	0:04:54		Internal
597058261825			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 Mar, 2025 05:01:25 PM	31 Mar, 2025 05:10:45 PM	17 Mar, 2025 04:08:59 PM	0:04:54		Internal
597058261825			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		31 Mar, 2025 05:01:25 PM	31 Mar, 2025 05:10:45 PM	17 Mar, 2025 04:08:59 PM	0:04:54		Internal
597058261825			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 Mar, 2025 05:01:25 PM	31 Mar, 2025 05:10:45 PM	17 Mar, 2025 04:08:59 PM	0:04:54		Internal
597058261825			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 Mar, 2025 05:01:25 PM	31 Mar, 2025 05:10:45 PM	17 Mar, 2025 04:08:59 PM	0:04:54		Internal
597058261825			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 Mar, 2025 05:01:25 PM	31 Mar, 2025 05:10:45 PM	17 Mar, 2025 04:08:59 PM	0:04:54		Internal
597058261825			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 Mar, 2025 05:01:25 PM	31 Mar, 2025 05:10:45 PM	17 Mar, 2025 04:08:59 PM	0:04:54		Internal
597058261825			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 Mar, 2025 05:01:25 PM	31 Mar, 2025 05:10:45 PM	17 Mar, 2025 04:08:59 PM	0:04:54		Internal
597058261825			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 Mar, 2025 05:01:25 PM	31 Mar, 2025 05:10:45 PM	17 Mar, 2025 04:08:59 PM	0:04:54		Internal
597058261825			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 Mar, 2025 05:01:25 PM	31 Mar, 2025 05:10:45 PM	17 Mar, 2025 04:08:59 PM	0:04:54		Internal
597058261825			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		31 Mar, 2025 05:01:25 PM	31 Mar, 2025 05:10:45 PM	17 Mar, 2025 04:08:59 PM	0:04:54		Internal
597058261825			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 Mar, 2025 05:01:25 PM	31 Mar, 2025 05:10:45 PM	17 Mar, 2025 04:08:59 PM	0:04:54		Internal
597058261825			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 Mar, 2025 05:01:25 PM	31 Mar, 2025 05:10:45 PM	17 Mar, 2025 04:08:59 PM	0:04:54		Internal
597058261825			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 Mar, 2025 05:01:25 PM	31 Mar, 2025 05:10:45 PM	17 Mar, 2025 04:08:59 PM	0:04:54		Internal
597058261825			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		31 Mar, 2025 05:01:25 PM	31 Mar, 2025 05:10:45 PM	17 Mar, 2025 04:08:59 PM	0:04:54		Internal
597058261825			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 Mar, 2025 05:01:25 PM	31 Mar, 2025 05:10:45 PM	17 Mar, 2025 04:08:59 PM	0:04:54		Internal
597058261825			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 Mar, 2025 05:01:25 PM	31 Mar, 2025 05:10:45 PM	17 Mar, 2025 04:08:59 PM	0:04:54		Internal
597058261825			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 Mar, 2025 05:01:25 PM	31 Mar, 2025 05:10:45 PM	17 Mar, 2025 04:08:59 PM	0:04:54		Internal
597059362443			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Mar, 2025 02:31:55 PM	31 Mar, 2025 05:19:55 PM	25 Mar, 2025 04:21:14 PM	0:04:25		Internal
597059362443			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Mar, 2025 02:31:55 PM	31 Mar, 2025 05:19:55 PM	25 Mar, 2025 04:21:14 PM	0:04:25		Internal
597059362443			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Mar, 2025 02:31:55 PM	31 Mar, 2025 05:19:55 PM	25 Mar, 2025 04:21:14 PM	0:04:25		Internal
597059362443			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Mar, 2025 02:31:55 PM	31 Mar, 2025 05:19:55 PM	25 Mar, 2025 04:21:14 PM	0:04:25		Internal
597059362443			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Mar, 2025 02:31:55 PM	31 Mar, 2025 05:19:55 PM	25 Mar, 2025 04:21:14 PM	0:04:25		Internal
597059362443			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Mar, 2025 02:31:55 PM	31 Mar, 2025 05:19:55 PM	25 Mar, 2025 04:21:14 PM	0:04:25		Internal
597059362443			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Mar, 2025 02:31:55 PM	31 Mar, 2025 05:19:55 PM	25 Mar, 2025 04:21:14 PM	0:04:25		Internal
597059362443			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Mar, 2025 02:31:55 PM	31 Mar, 2025 05:19:55 PM	25 Mar, 2025 04:21:14 PM	0:04:25		Internal
597059362443			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Mar, 2025 02:31:55 PM	31 Mar, 2025 05:19:55 PM	25 Mar, 2025 04:21:14 PM	0:04:25		Internal
597059362443			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Mar, 2025 02:31:55 PM	31 Mar, 2025 05:19:55 PM	25 Mar, 2025 04:21:14 PM	0:04:25		Internal
597059362443			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Mar, 2025 02:31:55 PM	31 Mar, 2025 05:19:55 PM	25 Mar, 2025 04:21:14 PM	0:04:25		Internal
597059362443			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Mar, 2025 02:31:55 PM	31 Mar, 2025 05:19:55 PM	25 Mar, 2025 04:21:14 PM	0:04:25		Internal
597059362443			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Mar, 2025 02:31:55 PM	31 Mar, 2025 05:19:55 PM	25 Mar, 2025 04:21:14 PM	0:04:25		Internal
597059362443			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Mar, 2025 02:31:55 PM	31 Mar, 2025 05:19:55 PM	25 Mar, 2025 04:21:14 PM	0:04:25		Internal
597059362443			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Mar, 2025 02:31:55 PM	31 Mar, 2025 05:19:55 PM	25 Mar, 2025 04:21:14 PM	0:04:25		Internal
597059362443			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Mar, 2025 02:31:55 PM	31 Mar, 2025 05:19:55 PM	25 Mar, 2025 04:21:14 PM	0:04:25		Internal
597059362443			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Mar, 2025 02:31:55 PM	31 Mar, 2025 05:19:55 PM	25 Mar, 2025 04:21:14 PM	0:04:25		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597059362443	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	[redacted]	26 Mar, 2025 02:31:55 PM	31 Mar, 2025 05:19:55 PM	25 Mar, 2025 04:21:14 PM	0:04:25		Internal
597059362443			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Mar, 2025 02:31:55 PM	31 Mar, 2025 05:19:55 PM	25 Mar, 2025 04:21:14 PM	0:04:25		Internal
597059362443			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Mar, 2025 02:31:55 PM	31 Mar, 2025 05:19:55 PM	25 Mar, 2025 04:21:14 PM	0:04:25		Internal
597059362443			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Mar, 2025 02:31:55 PM	31 Mar, 2025 05:19:55 PM	25 Mar, 2025 04:21:14 PM	0:04:25		Internal
597059362443			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Mar, 2025 02:31:55 PM	31 Mar, 2025 05:19:55 PM	25 Mar, 2025 04:21:14 PM	0:04:25		Internal
597059362443			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		26 Mar, 2025 02:31:55 PM	31 Mar, 2025 05:19:55 PM	25 Mar, 2025 04:21:14 PM	0:04:25		Internal
597059362443			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Mar, 2025 02:31:55 PM	31 Mar, 2025 05:19:55 PM	25 Mar, 2025 04:21:14 PM	0:04:25		Internal
597059362443			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Mar, 2025 02:31:55 PM	31 Mar, 2025 05:19:55 PM	25 Mar, 2025 04:21:14 PM	0:04:25		Internal
597059362443			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Mar, 2025 02:31:55 PM	31 Mar, 2025 05:19:55 PM	25 Mar, 2025 04:21:14 PM	0:04:25		Internal
621942035515			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 Mar, 2025 01:31:56 PM	31 Mar, 2025 05:34:35 PM	31 Mar, 2025 12:37:31 PM	0:05:21		Internal
621942035515			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 Mar, 2025 01:31:56 PM	31 Mar, 2025 05:34:35 PM	31 Mar, 2025 12:37:31 PM	0:05:21		Internal
621942035515			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 Mar, 2025 01:31:56 PM	31 Mar, 2025 05:34:35 PM	31 Mar, 2025 12:37:31 PM	0:05:21		Internal
621942035515			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 Mar, 2025 01:31:56 PM	31 Mar, 2025 05:34:35 PM	31 Mar, 2025 12:37:31 PM	0:05:21		Internal
621942035515			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 Mar, 2025 01:31:56 PM	31 Mar, 2025 05:34:35 PM	31 Mar, 2025 12:37:31 PM	0:05:21		Internal
621942035515			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 Mar, 2025 01:31:56 PM	31 Mar, 2025 05:34:35 PM	31 Mar, 2025 12:37:31 PM	0:05:21		Internal
621942035515			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 Mar, 2025 01:31:56 PM	31 Mar, 2025 05:34:35 PM	31 Mar, 2025 12:37:31 PM	0:05:21		Internal
621942035515			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 Mar, 2025 01:31:56 PM	31 Mar, 2025 05:34:35 PM	31 Mar, 2025 12:37:31 PM	0:05:21		Internal
621942035515			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 Mar, 2025 01:31:56 PM	31 Mar, 2025 05:34:35 PM	31 Mar, 2025 12:37:31 PM	0:05:21		Internal
621942035515			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 Mar, 2025 01:31:56 PM	31 Mar, 2025 05:34:35 PM	31 Mar, 2025 12:37:31 PM	0:05:21		Internal
621942035515			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		31 Mar, 2025 01:31:56 PM	31 Mar, 2025 05:34:35 PM	31 Mar, 2025 12:37:31 PM	0:05:21		Internal
621942035515			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 Mar, 2025 01:31:56 PM	31 Mar, 2025 05:34:35 PM	31 Mar, 2025 12:37:31 PM	0:05:21		Internal
621942035515			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 Mar, 2025 01:31:56 PM	31 Mar, 2025 05:34:35 PM	31 Mar, 2025 12:37:31 PM	0:05:21		Internal
621942035515			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 Mar, 2025 01:31:56 PM	31 Mar, 2025 05:34:35 PM	31 Mar, 2025 12:37:31 PM	0:05:21		Internal
621942035515			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 Mar, 2025 01:31:56 PM	31 Mar, 2025 05:34:35 PM	31 Mar, 2025 12:37:31 PM	0:05:21		Internal
621942035515			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 Mar, 2025 01:31:56 PM	31 Mar, 2025 05:34:35 PM	31 Mar, 2025 12:37:31 PM	0:05:21		Internal
621942035515			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 Mar, 2025 01:31:56 PM	31 Mar, 2025 05:34:35 PM	31 Mar, 2025 12:37:31 PM	0:05:21		Internal
621942035515			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 Mar, 2025 01:31:56 PM	31 Mar, 2025 05:34:35 PM	31 Mar, 2025 12:37:31 PM	0:05:21		Internal
621942035515			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		31 Mar, 2025 01:31:56 PM	31 Mar, 2025 05:34:35 PM	31 Mar, 2025 12:37:31 PM	0:05:21		Internal
621942035515			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 Mar, 2025 01:31:56 PM	31 Mar, 2025 05:34:35 PM	31 Mar, 2025 12:37:31 PM	0:05:21		Internal
621942035515			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 Mar, 2025 01:31:56 PM	31 Mar, 2025 05:34:35 PM	31 Mar, 2025 12:37:31 PM	0:05:21		Internal
621942035515			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 Mar, 2025 01:31:56 PM	31 Mar, 2025 05:34:35 PM	31 Mar, 2025 12:37:31 PM	0:05:21		Internal
621942035515			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		31 Mar, 2025 01:31:56 PM	31 Mar, 2025 05:34:35 PM	31 Mar, 2025 12:37:31 PM	0:05:21		Internal
621942035515			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 Mar, 2025 01:31:56 PM	31 Mar, 2025 05:34:35 PM	31 Mar, 2025 12:37:31 PM	0:05:21		Internal
621942035515			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 Mar, 2025 01:31:56 PM	31 Mar, 2025 05:34:35 PM	31 Mar, 2025 12:37:31 PM	0:05:21		Internal
621942035515			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 Mar, 2025 01:31:56 PM	31 Mar, 2025 05:34:35 PM	31 Mar, 2025 12:37:31 PM	0:05:21		Internal
596115511155			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Mar, 2025 07:00:23 AM	31 Mar, 2025 05:42:12 PM	04 Mar, 2025 06:21:53 PM	0:02:11		Internal
596115511155			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Mar, 2025 07:00:23 AM	31 Mar, 2025 05:42:12 PM	04 Mar, 2025 06:21:53 PM	0:02:11		Internal
596115511155			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Mar, 2025 07:00:23 AM	31 Mar, 2025 05:42:12 PM	04 Mar, 2025 06:21:53 PM	0:02:11		Internal
596115511155			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Mar, 2025 07:00:23 AM	31 Mar, 2025 05:42:12 PM	04 Mar, 2025 06:21:53 PM	0:02:11		Internal
596115511155			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Mar, 2025 07:00:23 AM	31 Mar, 2025 05:42:12 PM	04 Mar, 2025 06:21:53 PM	0:02:11		Internal
596115511155			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Mar, 2025 07:00:23 AM	31 Mar, 2025 05:42:12 PM	04 Mar, 2025 06:21:53 PM	0:02:11		Internal
596115511155			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Mar, 2025 07:00:23 AM	31 Mar, 2025 05:42:12 PM	04 Mar, 2025 06:21:53 PM	0:02:11		Internal
596115511155			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Mar, 2025 07:00:23 AM	31 Mar, 2025 05:42:12 PM	04 Mar, 2025 06:21:53 PM	0:02:11		Internal
596115511155			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Mar, 2025 07:00:23 AM	31 Mar, 2025 05:42:12 PM	04 Mar, 2025 06:21:53 PM	0:02:11		Internal
596115511155			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Mar, 2025 07:00:23 AM	31 Mar, 2025 05:42:12 PM	04 Mar, 2025 06:21:53 PM	0:02:11		Internal
596115511155			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Mar, 2025 07:00:23 AM	31 Mar, 2025 05:42:12 PM	04 Mar, 2025 06:21:53 PM	0:02:11		Internal
596115511155			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Mar, 2025 07:00:23 AM	31 Mar, 2025 05:42:12 PM	04 Mar, 2025 06:21:53 PM	0:02:11		Internal
596115511155			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Mar, 2025 07:00:23 AM	31 Mar, 2025 05:42:12 PM	04 Mar, 2025 06:21:53 PM	0:02:11		Internal
596115511155			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Mar, 2025 07:00:23 AM	31 Mar, 2025 05:42:12 PM	04 Mar, 2025 06:21:53 PM	0:02:11		Internal
596115511155			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Mar, 2025 07:00:23 AM	31 Mar, 2025 05:42:12 PM	04 Mar, 2025 06:21:53 PM	0:02:11		Internal
596115511155			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Mar, 2025 07:00:23 AM	31 Mar, 2025 05:42:12 PM	04 Mar, 2025 06:21:53 PM	0:02:11		Internal
596115511155			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Mar, 2025 07:00:23 AM	31 Mar, 2025 05:42:12 PM	04 Mar, 2025 06:21:53 PM	0:02:11		Internal
596115511155			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Mar, 2025 07:00:23 AM	31 Mar, 2025 05:42:12 PM	04 Mar, 2025 06:21:53 PM	0:02:11		Internal
596115511155			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Mar, 2025 07:00:23 AM	31 Mar, 2025 05:42:12 PM	04 Mar, 2025 06:21:53 PM	0:02:11		Internal
596115511155			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Mar, 2025 07:00:23 AM	31 Mar, 2025 05:42:12 PM	04 Mar, 2025 06:21:53 PM	0:02:11		Internal
596115511155			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Mar, 2025 07:00:23 AM	31 Mar, 2025 05:42:12 PM	04 Mar, 2025 06:21:53 PM	0:02:11		Internal
596115511155			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Mar, 2025 07:00:23 AM	31 Mar, 2025 05:42:12 PM	04 Mar, 2025 06:21:53 PM	0:02:11		Internal
596115511155			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		06 Mar, 2025 07:00:23 AM	31 Mar, 2025 05:42:12 PM	04 Mar, 2025 06:21:53 PM	0:02:11		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596115511155	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	[redacted]	06 Mar, 2025 07:00:23 AM	31 Mar, 2025 05:42:12 PM	04 Mar, 2025 06:21:53 PM	0:02:11		Internal
596115511155			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Mar, 2025 07:00:23 AM	31 Mar, 2025 05:42:12 PM	04 Mar, 2025 06:21:53 PM	0:02:11		Internal
596115511155			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Mar, 2025 07:00:23 AM	31 Mar, 2025 05:42:12 PM	04 Mar, 2025 06:21:53 PM	0:02:11		Internal
621941570882			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Mar, 2025 12:31:43 PM	31 Mar, 2025 05:48:15 PM	26 Mar, 2025 06:39:43 PM	0:04:39		Internal
621941570882			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Mar, 2025 12:31:43 PM	31 Mar, 2025 05:48:15 PM	26 Mar, 2025 06:39:43 PM	0:04:39		Internal
621941570882			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Mar, 2025 12:31:43 PM	31 Mar, 2025 05:48:15 PM	26 Mar, 2025 06:39:43 PM	0:04:39		Internal
621941570882			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Mar, 2025 12:31:43 PM	31 Mar, 2025 05:48:15 PM	26 Mar, 2025 06:39:43 PM	0:04:39		Internal
621941570882			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Mar, 2025 12:31:43 PM	31 Mar, 2025 05:48:15 PM	26 Mar, 2025 06:39:43 PM	0:04:39		Internal
621941570882			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Mar, 2025 12:31:43 PM	31 Mar, 2025 05:48:15 PM	26 Mar, 2025 06:39:43 PM	0:04:39		Internal
621941570882			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Mar, 2025 12:31:43 PM	31 Mar, 2025 05:48:15 PM	26 Mar, 2025 06:39:43 PM	0:04:39		Internal
621941570882			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Mar, 2025 12:31:43 PM	31 Mar, 2025 05:48:15 PM	26 Mar, 2025 06:39:43 PM	0:04:39		Internal
621941570882			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Mar, 2025 12:31:43 PM	31 Mar, 2025 05:48:15 PM	26 Mar, 2025 06:39:43 PM	0:04:39		Internal
621941570882			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Mar, 2025 12:31:43 PM	31 Mar, 2025 05:48:15 PM	26 Mar, 2025 06:39:43 PM	0:04:39		Internal
621941570882			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Mar, 2025 12:31:43 PM	31 Mar, 2025 05:48:15 PM	26 Mar, 2025 06:39:43 PM	0:04:39		Internal
621941570882			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Mar, 2025 12:31:43 PM	31 Mar, 2025 05:48:15 PM	26 Mar, 2025 06:39:43 PM	0:04:39		Internal
621941570882			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Mar, 2025 12:31:43 PM	31 Mar, 2025 05:48:15 PM	26 Mar, 2025 06:39:43 PM	0:04:39		Internal
621941570882			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Mar, 2025 12:31:43 PM	31 Mar, 2025 05:48:15 PM	26 Mar, 2025 06:39:43 PM	0:04:39		Internal
621941570882			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Mar, 2025 12:31:43 PM	31 Mar, 2025 05:48:15 PM	26 Mar, 2025 06:39:43 PM	0:04:39		Internal
621941570882			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Mar, 2025 12:31:43 PM	31 Mar, 2025 05:48:15 PM	26 Mar, 2025 06:39:43 PM	0:04:39		Internal
621941570882			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Mar, 2025 12:31:43 PM	31 Mar, 2025 05:48:15 PM	26 Mar, 2025 06:39:43 PM	0:04:39		Internal
621941570882			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Mar, 2025 12:31:43 PM	31 Mar, 2025 05:48:15 PM	26 Mar, 2025 06:39:43 PM	0:04:39		Internal
621941570882			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Mar, 2025 12:31:43 PM	31 Mar, 2025 05:48:15 PM	26 Mar, 2025 06:39:43 PM	0:04:39		Internal
621941570882			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Mar, 2025 12:31:43 PM	31 Mar, 2025 05:48:15 PM	26 Mar, 2025 06:39:43 PM	0:04:39		Internal
621941570882			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Mar, 2025 12:31:43 PM	31 Mar, 2025 05:48:15 PM	26 Mar, 2025 06:39:43 PM	0:04:39		Internal
621941570882			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Mar, 2025 12:31:43 PM	31 Mar, 2025 05:48:15 PM	26 Mar, 2025 06:39:43 PM	0:04:39		Internal
621941570882			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		27 Mar, 2025 12:31:43 PM	31 Mar, 2025 05:48:15 PM	26 Mar, 2025 06:39:43 PM	0:04:39		Internal
621941570882			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Mar, 2025 12:31:43 PM	31 Mar, 2025 05:48:15 PM	26 Mar, 2025 06:39:43 PM	0:04:39		Internal
621941570882			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Mar, 2025 12:31:43 PM	31 Mar, 2025 05:48:15 PM	26 Mar, 2025 06:39:43 PM	0:04:39		Internal
621941570882			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Mar, 2025 12:31:43 PM	31 Mar, 2025 05:48:15 PM	26 Mar, 2025 06:39:43 PM	0:04:39		Internal
597057946771			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Mar, 2025 03:31:09 AM	31 Mar, 2025 06:13:42 PM	13 Mar, 2025 08:30:37 PM	0:08:44		Internal
597057946771			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Mar, 2025 03:31:09 AM	31 Mar, 2025 06:13:42 PM	13 Mar, 2025 08:30:37 PM	0:08:44		Internal
597057946771			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Mar, 2025 03:31:09 AM	31 Mar, 2025 06:13:42 PM	13 Mar, 2025 08:30:37 PM	0:08:44		Internal
597057946771			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Mar, 2025 03:31:09 AM	31 Mar, 2025 06:13:42 PM	13 Mar, 2025 08:30:37 PM	0:08:44		Internal
597057946771			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Mar, 2025 03:31:09 AM	31 Mar, 2025 06:13:42 PM	13 Mar, 2025 08:30:37 PM	0:08:44		Internal
597057946771			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Mar, 2025 03:31:09 AM	31 Mar, 2025 06:13:42 PM	13 Mar, 2025 08:30:37 PM	0:08:44		Internal
597057946771			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Mar, 2025 03:31:09 AM	31 Mar, 2025 06:13:42 PM	13 Mar, 2025 08:30:37 PM	0:08:44		Internal
597057946771			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Mar, 2025 03:31:09 AM	31 Mar, 2025 06:13:42 PM	13 Mar, 2025 08:30:37 PM	0:08:44		Internal
597057946771			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Mar, 2025 03:31:09 AM	31 Mar, 2025 06:13:42 PM	13 Mar, 2025 08:30:37 PM	0:08:44		Internal
597057946771			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Mar, 2025 03:31:09 AM	31 Mar, 2025 06:13:42 PM	13 Mar, 2025 08:30:37 PM	0:08:44		Internal
597057946771			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Mar, 2025 03:31:09 AM	31 Mar, 2025 06:13:42 PM	13 Mar, 2025 08:30:37 PM	0:08:44		Internal
597057946771			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Mar, 2025 03:31:09 AM	31 Mar, 2025 06:13:42 PM	13 Mar, 2025 08:30:37 PM	0:08:44		Internal
597057946771			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Mar, 2025 03:31:09 AM	31 Mar, 2025 06:13:42 PM	13 Mar, 2025 08:30:37 PM	0:08:44		Internal
597057946771			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Mar, 2025 03:31:09 AM	31 Mar, 2025 06:13:42 PM	13 Mar, 2025 08:30:37 PM	0:08:44		Internal
597057946771			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Mar, 2025 03:31:09 AM	31 Mar, 2025 06:13:42 PM	13 Mar, 2025 08:30:37 PM	0:08:44		Internal
597057946771			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Mar, 2025 03:31:09 AM	31 Mar, 2025 06:13:42 PM	13 Mar, 2025 08:30:37 PM	0:08:44		Internal
597057946771			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Mar, 2025 03:31:09 AM	31 Mar, 2025 06:13:42 PM	13 Mar, 2025 08:30:37 PM	0:08:44		Internal
597057946771			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Mar, 2025 03:31:09 AM	31 Mar, 2025 06:13:42 PM	13 Mar, 2025 08:30:37 PM	0:08:44		Internal
597057946771			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Mar, 2025 03:31:09 AM	31 Mar, 2025 06:13:42 PM	13 Mar, 2025 08:30:37 PM	0:08:44		Internal
597057946771			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Mar, 2025 03:31:09 AM	31 Mar, 2025 06:13:42 PM	13 Mar, 2025 08:30:37 PM	0:08:44		Internal
597057946771			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Mar, 2025 03:31:09 AM	31 Mar, 2025 06:13:42 PM	13 Mar, 2025 08:30:37 PM	0:08:44		Internal
597057946771			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Mar, 2025 03:31:09 AM	31 Mar, 2025 06:13:42 PM	13 Mar, 2025 08:30:37 PM	0:08:44		Internal
597057946771			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		14 Mar, 2025 03:31:09 AM	31 Mar, 2025 06:13:42 PM	13 Mar, 2025 08:30:37 PM	0:08:44		Internal
597057946771			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Mar, 2025 03:31:09 AM	31 Mar, 2025 06:13:42 PM	13 Mar, 2025 08:30:37 PM	0:08:44		Internal
597057946771			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Mar, 2025 03:31:09 AM	31 Mar, 2025 06:13:42 PM	13 Mar, 2025 08:30:37 PM	0:08:44		Internal
597057946771			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Mar, 2025 03:31:09 AM	31 Mar, 2025 06:13:42 PM	13 Mar, 2025 08:30:37 PM	0:08:44		Internal
596116294908			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Mar, 2025 03:31:27 PM	31 Mar, 2025 06:26:57 PM	10 Mar, 2025 01:40:39 PM	0:02:15		Internal
596116294908			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Mar, 2025 03:31:27 PM	31 Mar, 2025 06:26:57 PM	10 Mar, 2025 01:40:39 PM	0:02:15		Internal
596116294908			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Mar, 2025 03:31:27 PM	31 Mar, 2025 06:26:57 PM	10 Mar, 2025 01:40:39 PM	0:02:15		Internal
596116294908			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Mar, 2025 03:31:27 PM	31 Mar, 2025 06:26:57 PM	10 Mar, 2025 01:40:39 PM	0:02:15		Internal
596116294908			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Mar, 2025 03:31:27 PM	31 Mar, 2025 06:26:57 PM	10 Mar, 2025 01:40:39 PM	0:02:15		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596116294908	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	[redacted]	10 Mar, 2025 03:31:27 PM	31 Mar, 2025 06:26:57 PM	10 Mar, 2025 01:40:39 PM	0:02:15		Internal
596116294908			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Mar, 2025 03:31:27 PM	31 Mar, 2025 06:26:57 PM	10 Mar, 2025 01:40:39 PM	0:02:15		Internal
596116294908			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Mar, 2025 03:31:27 PM	31 Mar, 2025 06:26:57 PM	10 Mar, 2025 01:40:39 PM	0:02:15		Internal
596116294908			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Mar, 2025 03:31:27 PM	31 Mar, 2025 06:26:57 PM	10 Mar, 2025 01:40:39 PM	0:02:15		Internal
596116294908			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Mar, 2025 03:31:27 PM	31 Mar, 2025 06:26:57 PM	10 Mar, 2025 01:40:39 PM	0:02:15		Internal
596116294908			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Mar, 2025 03:31:27 PM	31 Mar, 2025 06:26:57 PM	10 Mar, 2025 01:40:39 PM	0:02:15		Internal
596116294908			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Mar, 2025 03:31:27 PM	31 Mar, 2025 06:26:57 PM	10 Mar, 2025 01:40:39 PM	0:02:15		Internal
596116294908			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Mar, 2025 03:31:27 PM	31 Mar, 2025 06:26:57 PM	10 Mar, 2025 01:40:39 PM	0:02:15		Internal
596116294908			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Mar, 2025 03:31:27 PM	31 Mar, 2025 06:26:57 PM	10 Mar, 2025 01:40:39 PM	0:02:15		Internal
596116294908			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Mar, 2025 03:31:27 PM	31 Mar, 2025 06:26:57 PM	10 Mar, 2025 01:40:39 PM	0:02:15		Internal
596116294908			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Mar, 2025 03:31:27 PM	31 Mar, 2025 06:26:57 PM	10 Mar, 2025 01:40:39 PM	0:02:15		Internal
596116294908			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Mar, 2025 03:31:27 PM	31 Mar, 2025 06:26:57 PM	10 Mar, 2025 01:40:39 PM	0:02:15		Internal
596116294908			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Mar, 2025 03:31:27 PM	31 Mar, 2025 06:26:57 PM	10 Mar, 2025 01:40:39 PM	0:02:15		Internal
596116294908			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Mar, 2025 03:31:27 PM	31 Mar, 2025 06:26:57 PM	10 Mar, 2025 01:40:39 PM	0:02:15		Internal
596116294908			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Mar, 2025 03:31:27 PM	31 Mar, 2025 06:26:57 PM	10 Mar, 2025 01:40:39 PM	0:02:15		Internal
596116294908			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Mar, 2025 03:31:27 PM	31 Mar, 2025 06:26:57 PM	10 Mar, 2025 01:40:39 PM	0:02:15		Internal
596116294908			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Mar, 2025 03:31:27 PM	31 Mar, 2025 06:26:57 PM	10 Mar, 2025 01:40:39 PM	0:02:15		Internal
596116294908			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Mar, 2025 03:31:27 PM	31 Mar, 2025 06:26:57 PM	10 Mar, 2025 01:40:39 PM	0:02:15		Internal
596116294908			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Mar, 2025 03:31:27 PM	31 Mar, 2025 06:26:57 PM	10 Mar, 2025 01:40:39 PM	0:02:15		Internal
596116294908			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Mar, 2025 03:31:27 PM	31 Mar, 2025 06:26:57 PM	10 Mar, 2025 01:40:39 PM	0:02:15		Internal
596116294908			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Mar, 2025 03:31:27 PM	31 Mar, 2025 06:26:57 PM	10 Mar, 2025 01:40:39 PM	0:02:15		Internal
621942134170			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 Mar, 2025 05:31:53 PM	31 Mar, 2025 06:29:23 PM	31 Mar, 2025 05:23:26 PM	0:02:54		Internal
621942134170			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 Mar, 2025 05:31:53 PM	31 Mar, 2025 06:29:23 PM	31 Mar, 2025 05:23:26 PM	0:02:54		Internal
621942134170			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 Mar, 2025 05:31:53 PM	31 Mar, 2025 06:29:23 PM	31 Mar, 2025 05:23:26 PM	0:02:54		Internal
621942134170			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 Mar, 2025 05:31:53 PM	31 Mar, 2025 06:29:23 PM	31 Mar, 2025 05:23:26 PM	0:02:54		Internal
621942134170			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 Mar, 2025 05:31:53 PM	31 Mar, 2025 06:29:23 PM	31 Mar, 2025 05:23:26 PM	0:02:54		Internal
621942134170			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 Mar, 2025 05:31:53 PM	31 Mar, 2025 06:29:23 PM	31 Mar, 2025 05:23:26 PM	0:02:54		Internal
621942134170			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 Mar, 2025 05:31:53 PM	31 Mar, 2025 06:29:23 PM	31 Mar, 2025 05:23:26 PM	0:02:54		Internal
621942134170			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 Mar, 2025 05:31:53 PM	31 Mar, 2025 06:29:23 PM	31 Mar, 2025 05:23:26 PM	0:02:54		Internal
621942134170			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 Mar, 2025 05:31:53 PM	31 Mar, 2025 06:29:23 PM	31 Mar, 2025 05:23:26 PM	0:02:54		Internal
621942134170			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 Mar, 2025 05:31:53 PM	31 Mar, 2025 06:29:23 PM	31 Mar, 2025 05:23:26 PM	0:02:54		Internal
621942134170			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		31 Mar, 2025 05:31:53 PM	31 Mar, 2025 06:29:23 PM	31 Mar, 2025 05:23:26 PM	0:02:54		Internal
621942134170			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 Mar, 2025 05:31:53 PM	31 Mar, 2025 06:29:23 PM	31 Mar, 2025 05:23:26 PM	0:02:54		Internal
621942134170			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 Mar, 2025 05:31:53 PM	31 Mar, 2025 06:29:23 PM	31 Mar, 2025 05:23:26 PM	0:02:54		Internal
621942134170			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 Mar, 2025 05:31:53 PM	31 Mar, 2025 06:29:23 PM	31 Mar, 2025 05:23:26 PM	0:02:54		Internal
621942134170			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 Mar, 2025 05:31:53 PM	31 Mar, 2025 06:29:23 PM	31 Mar, 2025 05:23:26 PM	0:02:54		Internal
621942134170			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 Mar, 2025 05:31:53 PM	31 Mar, 2025 06:29:23 PM	31 Mar, 2025 05:23:26 PM	0:02:54		Internal
621942134170			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 Mar, 2025 05:31:53 PM	31 Mar, 2025 06:29:23 PM	31 Mar, 2025 05:23:26 PM	0:02:54		Internal
621942134170			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 Mar, 2025 05:31:53 PM	31 Mar, 2025 06:29:23 PM	31 Mar, 2025 05:23:26 PM	0:02:54		Internal
621942134170			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		31 Mar, 2025 05:31:53 PM	31 Mar, 2025 06:29:23 PM	31 Mar, 2025 05:23:26 PM	0:02:54		Internal
621942134170			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 Mar, 2025 05:31:53 PM	31 Mar, 2025 06:29:23 PM	31 Mar, 2025 05:23:26 PM	0:02:54		Internal
621942134170			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 Mar, 2025 05:31:53 PM	31 Mar, 2025 06:29:23 PM	31 Mar, 2025 05:23:26 PM	0:02:54		Internal
621942134170			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 Mar, 2025 05:31:53 PM	31 Mar, 2025 06:29:23 PM	31 Mar, 2025 05:23:26 PM	0:02:54		Internal
621942134170			CTE_Bus_Solar		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		31 Mar, 2025 05:31:53 PM	31 Mar, 2025 06:29:23 PM	31 Mar, 2025 05:23:26 PM	0:02:54		Internal
621942134170			CTE_Bus_Solar		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 Mar, 2025 05:31:53 PM	31 Mar, 2025 06:29:23 PM	31 Mar, 2025 05:23:26 PM	0:02:54		Internal
621942134170			CTE_Bus_Solar		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 Mar, 2025 05:31:53 PM	31 Mar, 2025 06:29:23 PM	31 Mar, 2025 05:23:26 PM	0:02:54		Internal
621942134170			CTE_Bus_Solar		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 Mar, 2025 05:31:53 PM	31 Mar, 2025 06:29:23 PM	31 Mar, 2025 05:23:26 PM	0:02:54		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596115230583			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Mar, 2025 04:00:56 PM	31 Mar, 2025 06:38:37 PM	03 Mar, 2025 03:39:00 PM	0:08:41		Internal
596115230583			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Mar, 2025 04:00:56 PM	31 Mar, 2025 06:38:37 PM	03 Mar, 2025 03:39:00 PM	0:08:41		Internal
596115230583			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Mar, 2025 04:00:56 PM	31 Mar, 2025 06:38:37 PM	03 Mar, 2025 03:39:00 PM	0:08:41		Internal
596115230583			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Mar, 2025 04:00:56 PM	31 Mar, 2025 06:38:37 PM	03 Mar, 2025 03:39:00 PM	0:08:41		Internal
596115230583			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Mar, 2025 04:00:56 PM	31 Mar, 2025 06:38:37 PM	03 Mar, 2025 03:39:00 PM	0:08:41		Internal
596115230583			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Mar, 2025 04:00:56 PM	31 Mar, 2025 06:38:37 PM	03 Mar, 2025 03:39:00 PM	0:08:41		Internal
596115230583			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Mar, 2025 04:00:56 PM	31 Mar, 2025 06:38:37 PM	03 Mar, 2025 03:39:00 PM	0:08:41		Internal
596115230583			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Mar, 2025 04:00:56 PM	31 Mar, 2025 06:38:37 PM	03 Mar, 2025 03:39:00 PM	0:08:41		Internal
596115230583			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Mar, 2025 04:00:56 PM	31 Mar, 2025 06:38:37 PM	03 Mar, 2025 03:39:00 PM	0:08:41		Internal
596115230583			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Mar, 2025 04:00:56 PM	31 Mar, 2025 06:38:37 PM	03 Mar, 2025 03:39:00 PM	0:08:41		Internal
596115230583			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Mar, 2025 04:00:56 PM	31 Mar, 2025 06:38:37 PM	03 Mar, 2025 03:39:00 PM	0:08:41		Internal
596115230583			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Mar, 2025 04:00:56 PM	31 Mar, 2025 06:38:37 PM	03 Mar, 2025 03:39:00 PM	0:08:41		Internal
596115230583			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Mar, 2025 04:00:56 PM	31 Mar, 2025 06:38:37 PM	03 Mar, 2025 03:39:00 PM	0:08:41		Internal
596115230583			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Mar, 2025 04:00:56 PM	31 Mar, 2025 06:38:37 PM	03 Mar, 2025 03:39:00 PM	0:08:41		Internal
596115230583			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Mar, 2025 04:00:56 PM	31 Mar, 2025 06:38:37 PM	03 Mar, 2025 03:39:00 PM	0:08:41		Internal
596115230583			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Mar, 2025 04:00:56 PM	31 Mar, 2025 06:38:37 PM	03 Mar, 2025 03:39:00 PM	0:08:41		Internal
596115230583			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	s,	03 Mar, 2025 04:00:56 PM	31 Mar, 2025 06:38:37 PM	03 Mar, 2025 03:39:00 PM	0:08:41		Internal
596115230583			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Mar, 2025 04:00:56 PM	31 Mar, 2025 06:38:37 PM	03 Mar, 2025 03:39:00 PM	0:08:41		Internal
596115230583			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Mar, 2025 04:00:56 PM	31 Mar, 2025 06:38:37 PM	03 Mar, 2025 03:39:00 PM	0:08:41		Internal
596115230583			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Mar, 2025 04:00:56 PM	31 Mar, 2025 06:38:37 PM	03 Mar, 2025 03:39:00 PM	0:08:41		Internal
596115230583			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Mar, 2025 04:00:56 PM	31 Mar, 2025 06:38:37 PM	03 Mar, 2025 03:39:00 PM	0:08:41		Internal
596115230583			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Mar, 2025 04:00:56 PM	31 Mar, 2025 06:38:37 PM	03 Mar, 2025 03:39:00 PM	0:08:41		Internal
596115230583			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Mar, 2025 04:00:56 PM	31 Mar, 2025 06:38:37 PM	03 Mar, 2025 03:39:00 PM	0:08:41		Internal
596115230583			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Mar, 2025 04:00:56 PM	31 Mar, 2025 06:38:37 PM	03 Mar, 2025 03:39:00 PM	0:08:41		Internal
596115230583			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Mar, 2025 04:00:56 PM	31 Mar, 2025 06:38:37 PM	03 Mar, 2025 03:39:00 PM	0:08:41		Internal
596115230583			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Mar, 2025 04:00:56 PM	31 Mar, 2025 06:38:37 PM	03 Mar, 2025 03:39:00 PM	0:08:41		Internal
596115200718			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 Mar, 2025 06:36:05 PM	31 Mar, 2025 06:44:36 PM	03 Mar, 2025 02:03:54 PM	0:04:08		Internal
596115200718			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 Mar, 2025 06:36:05 PM	31 Mar, 2025 06:44:36 PM	03 Mar, 2025 02:03:54 PM	0:04:08		Internal
596115200718			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 Mar, 2025 06:36:05 PM	31 Mar, 2025 06:44:36 PM	03 Mar, 2025 02:03:54 PM	0:04:08		Internal
596115200718			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 Mar, 2025 06:36:05 PM	31 Mar, 2025 06:44:36 PM	03 Mar, 2025 02:03:54 PM	0:04:08		Internal
596115200718			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 Mar, 2025 06:36:05 PM	31 Mar, 2025 06:44:36 PM	03 Mar, 2025 02:03:54 PM	0:04:08		Internal
596115200718			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 Mar, 2025 06:36:05 PM	31 Mar, 2025 06:44:36 PM	03 Mar, 2025 02:03:54 PM	0:04:08		Internal
596115200718			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 Mar, 2025 06:36:05 PM	31 Mar, 2025 06:44:36 PM	03 Mar, 2025 02:03:54 PM	0:04:08		Internal
596115200718			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 Mar, 2025 06:36:05 PM	31 Mar, 2025 06:44:36 PM	03 Mar, 2025 02:03:54 PM	0:04:08		Internal
596115200718			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 Mar, 2025 06:36:05 PM	31 Mar, 2025 06:44:36 PM	03 Mar, 2025 02:03:54 PM	0:04:08		Internal
596115200718			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 Mar, 2025 06:36:05 PM	31 Mar, 2025 06:44:36 PM	03 Mar, 2025 02:03:54 PM	0:04:08		Internal
596115200718			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		31 Mar, 2025 06:36:05 PM	31 Mar, 2025 06:44:36 PM	03 Mar, 2025 02:03:54 PM	0:04:08		Internal
596115200718			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 Mar, 2025 06:36:05 PM	31 Mar, 2025 06:44:36 PM	03 Mar, 2025 02:03:54 PM	0:04:08		Internal
596115200718			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 Mar, 2025 06:36:05 PM	31 Mar, 2025 06:44:36 PM	03 Mar, 2025 02:03:54 PM	0:04:08		Internal
596115200718			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 Mar, 2025 06:36:05 PM	31 Mar, 2025 06:44:36 PM	03 Mar, 2025 02:03:54 PM	0:04:08		Internal
596115200718			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 Mar, 2025 06:36:05 PM	31 Mar, 2025 06:44:36 PM	03 Mar, 2025 02:03:54 PM	0:04:08		Internal
596115200718			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 Mar, 2025 06:36:05 PM	31 Mar, 2025 06:44:36 PM	03 Mar, 2025 02:03:54 PM	0:04:08		Internal
596115200718			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 Mar, 2025 06:36:05 PM	31 Mar, 2025 06:44:36 PM	03 Mar, 2025 02:03:54 PM	0:04:08		Internal
596115200718			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 Mar, 2025 06:36:05 PM	31 Mar, 2025 06:44:36 PM	03 Mar, 2025 02:03:54 PM	0:04:08		Internal
596115200718			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		31 Mar, 2025 06:36:05 PM	31 Mar, 2025 06:44:36 PM	03 Mar, 2025 02:03:54 PM	0:04:08		Internal
596115200718			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 Mar, 2025 06:36:05 PM	31 Mar, 2025 06:44:36 PM	03 Mar, 2025 02:03:54 PM	0:04:08		Internal
596115200718			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 Mar, 2025 06:36:05 PM	31 Mar, 2025 06:44:36 PM	03 Mar, 2025 02:03:54 PM	0:04:08		Internal
596115200718			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 Mar, 2025 06:36:05 PM	31 Mar, 2025 06:44:36 PM	03 Mar, 2025 02:03:54 PM	0:04:08		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596115200718	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	[redacted]	31 Mar, 2025 06:36:05 PM	31 Mar, 2025 06:44:36 PM	03 Mar, 2025 02:03:54 PM	0:04:08		Internal
596115200718			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 Mar, 2025 06:36:05 PM	31 Mar, 2025 06:44:36 PM	03 Mar, 2025 02:03:54 PM	0:04:08		Internal
596115200718			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 Mar, 2025 06:36:05 PM	31 Mar, 2025 06:44:36 PM	03 Mar, 2025 02:03:54 PM	0:04:08		Internal
596115200718			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 Mar, 2025 06:36:05 PM	31 Mar, 2025 06:44:36 PM	03 Mar, 2025 02:03:54 PM	0:04:08		Internal
621941826994			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 Mar, 2025 06:56:07 PM	31 Mar, 2025 07:06:17 PM	28 Mar, 2025 01:45:57 PM	0:05:34		Internal
621941826994			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 Mar, 2025 06:56:07 PM	31 Mar, 2025 07:06:17 PM	28 Mar, 2025 01:45:57 PM	0:05:34		Internal
621941826994			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 Mar, 2025 06:56:07 PM	31 Mar, 2025 07:06:17 PM	28 Mar, 2025 01:45:57 PM	0:05:34		Internal
621941826994			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 Mar, 2025 06:56:07 PM	31 Mar, 2025 07:06:17 PM	28 Mar, 2025 01:45:57 PM	0:05:34		Internal
621941826994			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 Mar, 2025 06:56:07 PM	31 Mar, 2025 07:06:17 PM	28 Mar, 2025 01:45:57 PM	0:05:34		Internal
621941826994			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 Mar, 2025 06:56:07 PM	31 Mar, 2025 07:06:17 PM	28 Mar, 2025 01:45:57 PM	0:05:34		Internal
621941826994			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 Mar, 2025 06:56:07 PM	31 Mar, 2025 07:06:17 PM	28 Mar, 2025 01:45:57 PM	0:05:34		Internal
621941826994			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 Mar, 2025 06:56:07 PM	31 Mar, 2025 07:06:17 PM	28 Mar, 2025 01:45:57 PM	0:05:34		Internal
621941826994			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 Mar, 2025 06:56:07 PM	31 Mar, 2025 07:06:17 PM	28 Mar, 2025 01:45:57 PM	0:05:34		Internal
621941826994			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 Mar, 2025 06:56:07 PM	31 Mar, 2025 07:06:17 PM	28 Mar, 2025 01:45:57 PM	0:05:34		Internal
621941826994			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		31 Mar, 2025 06:56:07 PM	31 Mar, 2025 07:06:17 PM	28 Mar, 2025 01:45:57 PM	0:05:34		Internal
621941826994			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 Mar, 2025 06:56:07 PM	31 Mar, 2025 07:06:17 PM	28 Mar, 2025 01:45:57 PM	0:05:34		Internal
621941826994			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 Mar, 2025 06:56:07 PM	31 Mar, 2025 07:06:17 PM	28 Mar, 2025 01:45:57 PM	0:05:34		Internal
621941826994			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 Mar, 2025 06:56:07 PM	31 Mar, 2025 07:06:17 PM	28 Mar, 2025 01:45:57 PM	0:05:34		Internal
621941826994			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 Mar, 2025 06:56:07 PM	31 Mar, 2025 07:06:17 PM	28 Mar, 2025 01:45:57 PM	0:05:34		Internal
621941826994			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 Mar, 2025 06:56:07 PM	31 Mar, 2025 07:06:17 PM	28 Mar, 2025 01:45:57 PM	0:05:34		Internal
621941826994			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 Mar, 2025 06:56:07 PM	31 Mar, 2025 07:06:17 PM	28 Mar, 2025 01:45:57 PM	0:05:34		Internal
621941826994			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 Mar, 2025 06:56:07 PM	31 Mar, 2025 07:06:17 PM	28 Mar, 2025 01:45:57 PM	0:05:34		Internal
621941826994			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		31 Mar, 2025 06:56:07 PM	31 Mar, 2025 07:06:17 PM	28 Mar, 2025 01:45:57 PM	0:05:34		Internal
621941826994			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 Mar, 2025 06:56:07 PM	31 Mar, 2025 07:06:17 PM	28 Mar, 2025 01:45:57 PM	0:05:34		Internal
621941826994			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 Mar, 2025 06:56:07 PM	31 Mar, 2025 07:06:17 PM	28 Mar, 2025 01:45:57 PM	0:05:34		Internal
621941826994			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 Mar, 2025 06:56:07 PM	31 Mar, 2025 07:06:17 PM	28 Mar, 2025 01:45:57 PM	0:05:34		Internal
621941826994			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		31 Mar, 2025 06:56:07 PM	31 Mar, 2025 07:06:17 PM	28 Mar, 2025 01:45:57 PM	0:05:34		Internal
621941826994			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 Mar, 2025 06:56:07 PM	31 Mar, 2025 07:06:17 PM	28 Mar, 2025 01:45:57 PM	0:05:34		Internal
621941826994			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 Mar, 2025 06:56:07 PM	31 Mar, 2025 07:06:17 PM	28 Mar, 2025 01:45:57 PM	0:05:34		Internal
621941826994			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 Mar, 2025 06:56:07 PM	31 Mar, 2025 07:06:17 PM	28 Mar, 2025 01:45:57 PM	0:05:34		Internal
596116396942			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Mar, 2025 11:01:08 PM	31 Mar, 2025 07:12:45 PM	10 Mar, 2025 06:36:15 PM	0:07:54		Internal
596116396942			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Mar, 2025 11:01:08 PM	31 Mar, 2025 07:12:45 PM	10 Mar, 2025 06:36:15 PM	0:07:54		Internal
596116396942			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Mar, 2025 11:01:08 PM	31 Mar, 2025 07:12:45 PM	10 Mar, 2025 06:36:15 PM	0:07:54		Internal
596116396942			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Mar, 2025 11:01:08 PM	31 Mar, 2025 07:12:45 PM	10 Mar, 2025 06:36:15 PM	0:07:54		Internal
596116396942			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Mar, 2025 11:01:08 PM	31 Mar, 2025 07:12:45 PM	10 Mar, 2025 06:36:15 PM	0:07:54		Internal
596116396942			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Mar, 2025 11:01:08 PM	31 Mar, 2025 07:12:45 PM	10 Mar, 2025 06:36:15 PM	0:07:54		Internal
596116396942			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Mar, 2025 11:01:08 PM	31 Mar, 2025 07:12:45 PM	10 Mar, 2025 06:36:15 PM	0:07:54		Internal
596116396942			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Mar, 2025 11:01:08 PM	31 Mar, 2025 07:12:45 PM	10 Mar, 2025 06:36:15 PM	0:07:54		Internal
596116396942			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Mar, 2025 11:01:08 PM	31 Mar, 2025 07:12:45 PM	10 Mar, 2025 06:36:15 PM	0:07:54		Internal
596116396942			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Mar, 2025 11:01:08 PM	31 Mar, 2025 07:12:45 PM	10 Mar, 2025 06:36:15 PM	0:07:54		Internal
596116396942			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Mar, 2025 11:01:08 PM	31 Mar, 2025 07:12:45 PM	10 Mar, 2025 06:36:15 PM	0:07:54		Internal
596116396942			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Mar, 2025 11:01:08 PM	31 Mar, 2025 07:12:45 PM	10 Mar, 2025 06:36:15 PM	0:07:54		Internal
596116396942			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Mar, 2025 11:01:08 PM	31 Mar, 2025 07:12:45 PM	10 Mar, 2025 06:36:15 PM	0:07:54		Internal
596116396942			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Mar, 2025 11:01:08 PM	31 Mar, 2025 07:12:45 PM	10 Mar, 2025 06:36:15 PM	0:07:54		Internal
596116396942			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Mar, 2025 11:01:08 PM	31 Mar, 2025 07:12:45 PM	10 Mar, 2025 06:36:15 PM	0:07:54		Internal
596116396942			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Mar, 2025 11:01:08 PM	31 Mar, 2025 07:12:45 PM	10 Mar, 2025 06:36:15 PM	0:07:54		Internal
596116396942			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Mar, 2025 11:01:08 PM	31 Mar, 2025 07:12:45 PM	10 Mar, 2025 06:36:15 PM	0:07:54		Internal
596116396942			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Mar, 2025 11:01:08 PM	31 Mar, 2025 07:12:45 PM	10 Mar, 2025 06:36:15 PM	0:07:54		Internal
596116396942			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Mar, 2025 11:01:08 PM	31 Mar, 2025 07:12:45 PM	10 Mar, 2025 06:36:15 PM	0:07:54		Internal
596116396942			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Mar, 2025 11:01:08 PM	31 Mar, 2025 07:12:45 PM	10 Mar, 2025 06:36:15 PM	0:07:54		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596116396942	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	[redacted]	11 Mar, 2025 11:01:08 PM	31 Mar, 2025 07:12:45 PM	10 Mar, 2025 06:36:15 PM	0:07:54		Internal
596116396942			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Mar, 2025 11:01:08 PM	31 Mar, 2025 07:12:45 PM	10 Mar, 2025 06:36:15 PM	0:07:54		Internal
596116396942			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		11 Mar, 2025 11:01:08 PM	31 Mar, 2025 07:12:45 PM	10 Mar, 2025 06:36:15 PM	0:07:54		Internal
596116396942			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Mar, 2025 11:01:08 PM	31 Mar, 2025 07:12:45 PM	10 Mar, 2025 06:36:15 PM	0:07:54		Internal
596116396942			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Mar, 2025 11:01:08 PM	31 Mar, 2025 07:12:45 PM	10 Mar, 2025 06:36:15 PM	0:07:54		Internal
596116396942			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Mar, 2025 11:01:08 PM	31 Mar, 2025 07:12:45 PM	10 Mar, 2025 06:36:15 PM	0:07:54		Internal
621942066227			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 Mar, 2025 07:08:07 PM	31 Mar, 2025 07:17:02 PM	31 Mar, 2025 02:32:33 PM	0:03:50		Internal
621942066227			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 Mar, 2025 07:08:07 PM	31 Mar, 2025 07:17:02 PM	31 Mar, 2025 02:32:33 PM	0:03:50		Internal
621942066227			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 Mar, 2025 07:08:07 PM	31 Mar, 2025 07:17:02 PM	31 Mar, 2025 02:32:33 PM	0:03:50		Internal
621942066227			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 Mar, 2025 07:08:07 PM	31 Mar, 2025 07:17:02 PM	31 Mar, 2025 02:32:33 PM	0:03:50		Internal
621942066227			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 Mar, 2025 07:08:07 PM	31 Mar, 2025 07:17:02 PM	31 Mar, 2025 02:32:33 PM	0:03:50		Internal
621942066227			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 Mar, 2025 07:08:07 PM	31 Mar, 2025 07:17:02 PM	31 Mar, 2025 02:32:33 PM	0:03:50		Internal
621942066227			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 Mar, 2025 07:08:07 PM	31 Mar, 2025 07:17:02 PM	31 Mar, 2025 02:32:33 PM	0:03:50		Internal
621942066227			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 Mar, 2025 07:08:07 PM	31 Mar, 2025 07:17:02 PM	31 Mar, 2025 02:32:33 PM	0:03:50		Internal
621942066227			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 Mar, 2025 07:08:07 PM	31 Mar, 2025 07:17:02 PM	31 Mar, 2025 02:32:33 PM	0:03:50		Internal
621942066227			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 Mar, 2025 07:08:07 PM	31 Mar, 2025 07:17:02 PM	31 Mar, 2025 02:32:33 PM	0:03:50		Internal
621942066227			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		31 Mar, 2025 07:08:07 PM	31 Mar, 2025 07:17:02 PM	31 Mar, 2025 02:32:33 PM	0:03:50		Internal
621942066227			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 Mar, 2025 07:08:07 PM	31 Mar, 2025 07:17:02 PM	31 Mar, 2025 02:32:33 PM	0:03:50		Internal
621942066227			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 Mar, 2025 07:08:07 PM	31 Mar, 2025 07:17:02 PM	31 Mar, 2025 02:32:33 PM	0:03:50		Internal
621942066227			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 Mar, 2025 07:08:07 PM	31 Mar, 2025 07:17:02 PM	31 Mar, 2025 02:32:33 PM	0:03:50		Internal
621942066227			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 Mar, 2025 07:08:07 PM	31 Mar, 2025 07:17:02 PM	31 Mar, 2025 02:32:33 PM	0:03:50		Internal
621942066227			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 Mar, 2025 07:08:07 PM	31 Mar, 2025 07:17:02 PM	31 Mar, 2025 02:32:33 PM	0:03:50		Internal
621942066227			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 Mar, 2025 07:08:07 PM	31 Mar, 2025 07:17:02 PM	31 Mar, 2025 02:32:33 PM	0:03:50		Internal
621942066227			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 Mar, 2025 07:08:07 PM	31 Mar, 2025 07:17:02 PM	31 Mar, 2025 02:32:33 PM	0:03:50		Internal
621942066227			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		31 Mar, 2025 07:08:07 PM	31 Mar, 2025 07:17:02 PM	31 Mar, 2025 02:32:33 PM	0:03:50		Internal
621942066227			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 Mar, 2025 07:08:07 PM	31 Mar, 2025 07:17:02 PM	31 Mar, 2025 02:32:33 PM	0:03:50		Internal
621942066227			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 Mar, 2025 07:08:07 PM	31 Mar, 2025 07:17:02 PM	31 Mar, 2025 02:32:33 PM	0:03:50		Internal
621942066227			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 Mar, 2025 07:08:07 PM	31 Mar, 2025 07:17:02 PM	31 Mar, 2025 02:32:33 PM	0:03:50		Internal
621942066227			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		31 Mar, 2025 07:08:07 PM	31 Mar, 2025 07:17:02 PM	31 Mar, 2025 02:32:33 PM	0:03:50		Internal
621942066227			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 Mar, 2025 07:08:07 PM	31 Mar, 2025 07:17:02 PM	31 Mar, 2025 02:32:33 PM	0:03:50		Internal
621942066227			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 Mar, 2025 07:08:07 PM	31 Mar, 2025 07:17:02 PM	31 Mar, 2025 02:32:33 PM	0:03:50		Internal
621942066227			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 Mar, 2025 07:08:07 PM	31 Mar, 2025 07:17:02 PM	31 Mar, 2025 02:32:33 PM	0:03:50		Internal
597059282671			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Mar, 2025 06:31:43 AM	31 Mar, 2025 07:26:34 PM	25 Mar, 2025 12:31:10 AM	0:08:31		Internal
597059282671			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Mar, 2025 06:31:43 AM	31 Mar, 2025 07:26:34 PM	25 Mar, 2025 12:31:10 AM	0:08:31		Internal
597059282671			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Mar, 2025 06:31:43 AM	31 Mar, 2025 07:26:34 PM	25 Mar, 2025 12:31:10 AM	0:08:31		Internal
597059282671			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Mar, 2025 06:31:43 AM	31 Mar, 2025 07:26:34 PM	25 Mar, 2025 12:31:10 AM	0:08:31		Internal
597059282671			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Mar, 2025 06:31:43 AM	31 Mar, 2025 07:26:34 PM	25 Mar, 2025 12:31:10 AM	0:08:31		Internal
597059282671			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Mar, 2025 06:31:43 AM	31 Mar, 2025 07:26:34 PM	25 Mar, 2025 12:31:10 AM	0:08:31		Internal
597059282671			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Mar, 2025 06:31:43 AM	31 Mar, 2025 07:26:34 PM	25 Mar, 2025 12:31:10 AM	0:08:31		Internal
597059282671			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Mar, 2025 06:31:43 AM	31 Mar, 2025 07:26:34 PM	25 Mar, 2025 12:31:10 AM	0:08:31		Internal
597059282671			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Mar, 2025 06:31:43 AM	31 Mar, 2025 07:26:34 PM	25 Mar, 2025 12:31:10 AM	0:08:31		Internal
597059282671			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Mar, 2025 06:31:43 AM	31 Mar, 2025 07:26:34 PM	25 Mar, 2025 12:31:10 AM	0:08:31		Internal
597059282671			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Mar, 2025 06:31:43 AM	31 Mar, 2025 07:26:34 PM	25 Mar, 2025 12:31:10 AM	0:08:31		Internal
597059282671			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Mar, 2025 06:31:43 AM	31 Mar, 2025 07:26:34 PM	25 Mar, 2025 12:31:10 AM	0:08:31		Internal
597059282671			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Mar, 2025 06:31:43 AM	31 Mar, 2025 07:26:34 PM	25 Mar, 2025 12:31:10 AM	0:08:31		Internal
597059282671			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Mar, 2025 06:31:43 AM	31 Mar, 2025 07:26:34 PM	25 Mar, 2025 12:31:10 AM	0:08:31		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597059282671	[redacted]		CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	26 Mar, 2025 06:31:43 AM	31 Mar, 2025 07:26:34 PM	25 Mar, 2025 12:31:10 AM	0:08:31		Internal
597059282671			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Mar, 2025 06:31:43 AM	31 Mar, 2025 07:26:34 PM	25 Mar, 2025 12:31:10 AM	0:08:31		Internal
597059282671			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Mar, 2025 06:31:43 AM	31 Mar, 2025 07:26:34 PM	25 Mar, 2025 12:31:10 AM	0:08:31		Internal
597059282671			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Mar, 2025 06:31:43 AM	31 Mar, 2025 07:26:34 PM	25 Mar, 2025 12:31:10 AM	0:08:31		Internal
597059282671			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Mar, 2025 06:31:43 AM	31 Mar, 2025 07:26:34 PM	25 Mar, 2025 12:31:10 AM	0:08:31		Internal
597059282671			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Mar, 2025 06:31:43 AM	31 Mar, 2025 07:26:34 PM	25 Mar, 2025 12:31:10 AM	0:08:31		Internal
597059282671			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Mar, 2025 06:31:43 AM	31 Mar, 2025 07:26:34 PM	25 Mar, 2025 12:31:10 AM	0:08:31		Internal
597059282671			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Mar, 2025 06:31:43 AM	31 Mar, 2025 07:26:34 PM	25 Mar, 2025 12:31:10 AM	0:08:31		Internal
597059282671			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		26 Mar, 2025 06:31:43 AM	31 Mar, 2025 07:26:34 PM	25 Mar, 2025 12:31:10 AM	0:08:31		Internal
597059282671			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Mar, 2025 06:31:43 AM	31 Mar, 2025 07:26:34 PM	25 Mar, 2025 12:31:10 AM	0:08:31		Internal
597059282671			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Mar, 2025 06:31:43 AM	31 Mar, 2025 07:26:34 PM	25 Mar, 2025 12:31:10 AM	0:08:31		Internal
597059282671			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Mar, 2025 06:31:43 AM	31 Mar, 2025 07:26:34 PM	25 Mar, 2025 12:31:10 AM	0:08:31		Internal
621941577830			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Mar, 2025 04:01:55 AM	31 Mar, 2025 07:30:32 PM	26 Mar, 2025 07:07:22 PM	0:06:26		Internal
621941577830			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Mar, 2025 04:01:55 AM	31 Mar, 2025 07:30:32 PM	26 Mar, 2025 07:07:22 PM	0:06:26		Internal
621941577830			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Mar, 2025 04:01:55 AM	31 Mar, 2025 07:30:32 PM	26 Mar, 2025 07:07:22 PM	0:06:26		Internal
621941577830			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Mar, 2025 04:01:55 AM	31 Mar, 2025 07:30:32 PM	26 Mar, 2025 07:07:22 PM	0:06:26		Internal
621941577830			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Mar, 2025 04:01:55 AM	31 Mar, 2025 07:30:32 PM	26 Mar, 2025 07:07:22 PM	0:06:26		Internal
621941577830			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Mar, 2025 04:01:55 AM	31 Mar, 2025 07:30:32 PM	26 Mar, 2025 07:07:22 PM	0:06:26		Internal
621941577830			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Mar, 2025 04:01:55 AM	31 Mar, 2025 07:30:32 PM	26 Mar, 2025 07:07:22 PM	0:06:26		Internal
621941577830			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Mar, 2025 04:01:55 AM	31 Mar, 2025 07:30:32 PM	26 Mar, 2025 07:07:22 PM	0:06:26		Internal
621941577830			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Mar, 2025 04:01:55 AM	31 Mar, 2025 07:30:32 PM	26 Mar, 2025 07:07:22 PM	0:06:26		Internal
621941577830			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Mar, 2025 04:01:55 AM	31 Mar, 2025 07:30:32 PM	26 Mar, 2025 07:07:22 PM	0:06:26		Internal
621941577830			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Mar, 2025 04:01:55 AM	31 Mar, 2025 07:30:32 PM	26 Mar, 2025 07:07:22 PM	0:06:26		Internal
621941577830			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Mar, 2025 04:01:55 AM	31 Mar, 2025 07:30:32 PM	26 Mar, 2025 07:07:22 PM	0:06:26		Internal
621941577830			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Mar, 2025 04:01:55 AM	31 Mar, 2025 07:30:32 PM	26 Mar, 2025 07:07:22 PM	0:06:26		Internal
621941577830			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Mar, 2025 04:01:55 AM	31 Mar, 2025 07:30:32 PM	26 Mar, 2025 07:07:22 PM	0:06:26		Internal
621941577830			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Mar, 2025 04:01:55 AM	31 Mar, 2025 07:30:32 PM	26 Mar, 2025 07:07:22 PM	0:06:26		Internal
621941577830			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Mar, 2025 04:01:55 AM	31 Mar, 2025 07:30:32 PM	26 Mar, 2025 07:07:22 PM	0:06:26		Internal
621941577830			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Mar, 2025 04:01:55 AM	31 Mar, 2025 07:30:32 PM	26 Mar, 2025 07:07:22 PM	0:06:26		Internal
621941577830			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Mar, 2025 04:01:55 AM	31 Mar, 2025 07:30:32 PM	26 Mar, 2025 07:07:22 PM	0:06:26		Internal
621941577830			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Mar, 2025 04:01:55 AM	31 Mar, 2025 07:30:32 PM	26 Mar, 2025 07:07:22 PM	0:06:26		Internal
621941577830			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Mar, 2025 04:01:55 AM	31 Mar, 2025 07:30:32 PM	26 Mar, 2025 07:07:22 PM	0:06:26		Internal
621941577830			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Mar, 2025 04:01:55 AM	31 Mar, 2025 07:30:32 PM	26 Mar, 2025 07:07:22 PM	0:06:26		Internal
621941577830			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Mar, 2025 04:01:55 AM	31 Mar, 2025 07:30:32 PM	26 Mar, 2025 07:07:22 PM	0:06:26		Internal
621941577830			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		28 Mar, 2025 04:01:55 AM	31 Mar, 2025 07:30:32 PM	26 Mar, 2025 07:07:22 PM	0:06:26		Internal
621941577830			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Mar, 2025 04:01:55 AM	31 Mar, 2025 07:30:32 PM	26 Mar, 2025 07:07:22 PM	0:06:26		Internal
621941577830			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Mar, 2025 04:01:55 AM	31 Mar, 2025 07:30:32 PM	26 Mar, 2025 07:07:22 PM	0:06:26		Internal
621941577830			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Mar, 2025 04:01:55 AM	31 Mar, 2025 07:30:32 PM	26 Mar, 2025 07:07:22 PM	0:06:26		Internal
621941561234			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Mar, 2025 12:02:12 AM	31 Mar, 2025 07:36:54 PM	26 Mar, 2025 06:05:06 PM	0:04:02		Internal
621941561234			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Mar, 2025 12:02:12 AM	31 Mar, 2025 07:36:54 PM	26 Mar, 2025 06:05:06 PM	0:04:02		Internal
621941561234			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Mar, 2025 12:02:12 AM	31 Mar, 2025 07:36:54 PM	26 Mar, 2025 06:05:06 PM	0:04:02		Internal
621941561234			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Mar, 2025 12:02:12 AM	31 Mar, 2025 07:36:54 PM	26 Mar, 2025 06:05:06 PM	0:04:02		Internal
621941561234			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Mar, 2025 12:02:12 AM	31 Mar, 2025 07:36:54 PM	26 Mar, 2025 06:05:06 PM	0:04:02		Internal
621941561234			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Mar, 2025 12:02:12 AM	31 Mar, 2025 07:36:54 PM	26 Mar, 2025 06:05:06 PM	0:04:02		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621941561234	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	28 Mar, 2025 12:02:12 AM	31 Mar, 2025 07:36:54 PM	26 Mar, 2025 06:05:06 PM	0:04:02		Internal
621941561234			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Mar, 2025 12:02:12 AM	31 Mar, 2025 07:36:54 PM	26 Mar, 2025 06:05:06 PM	0:04:02		Internal
621941561234			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Mar, 2025 12:02:12 AM	31 Mar, 2025 07:36:54 PM	26 Mar, 2025 06:05:06 PM	0:04:02		Internal
621941561234			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Mar, 2025 12:02:12 AM	31 Mar, 2025 07:36:54 PM	26 Mar, 2025 06:05:06 PM	0:04:02		Internal
621941561234			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Mar, 2025 12:02:12 AM	31 Mar, 2025 07:36:54 PM	26 Mar, 2025 06:05:06 PM	0:04:02		Internal
621941561234			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Mar, 2025 12:02:12 AM	31 Mar, 2025 07:36:54 PM	26 Mar, 2025 06:05:06 PM	0:04:02		Internal
621941561234			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Mar, 2025 12:02:12 AM	31 Mar, 2025 07:36:54 PM	26 Mar, 2025 06:05:06 PM	0:04:02		Internal
621941561234			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Mar, 2025 12:02:12 AM	31 Mar, 2025 07:36:54 PM	26 Mar, 2025 06:05:06 PM	0:04:02		Internal
621941561234			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Mar, 2025 12:02:12 AM	31 Mar, 2025 07:36:54 PM	26 Mar, 2025 06:05:06 PM	0:04:02		Internal
621941561234			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Mar, 2025 12:02:12 AM	31 Mar, 2025 07:36:54 PM	26 Mar, 2025 06:05:06 PM	0:04:02		Internal
621941561234			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Mar, 2025 12:02:12 AM	31 Mar, 2025 07:36:54 PM	26 Mar, 2025 06:05:06 PM	0:04:02		Internal
621941561234			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Mar, 2025 12:02:12 AM	31 Mar, 2025 07:36:54 PM	26 Mar, 2025 06:05:06 PM	0:04:02		Internal
621941561234			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Mar, 2025 12:02:12 AM	31 Mar, 2025 07:36:54 PM	26 Mar, 2025 06:05:06 PM	0:04:02		Internal
621941561234			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Mar, 2025 12:02:12 AM	31 Mar, 2025 07:36:54 PM	26 Mar, 2025 06:05:06 PM	0:04:02		Internal
621941561234			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Mar, 2025 12:02:12 AM	31 Mar, 2025 07:36:54 PM	26 Mar, 2025 06:05:06 PM	0:04:02		Internal
621941561234			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Mar, 2025 12:02:12 AM	31 Mar, 2025 07:36:54 PM	26 Mar, 2025 06:05:06 PM	0:04:02		Internal
621941561234			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		28 Mar, 2025 12:02:12 AM	31 Mar, 2025 07:36:54 PM	26 Mar, 2025 06:05:06 PM	0:04:02		Internal
621941561234			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Mar, 2025 12:02:12 AM	31 Mar, 2025 07:36:54 PM	26 Mar, 2025 06:05:06 PM	0:04:02		Internal
621941561234			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Mar, 2025 12:02:12 AM	31 Mar, 2025 07:36:54 PM	26 Mar, 2025 06:05:06 PM	0:04:02		Internal
621941561234			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Mar, 2025 12:02:12 AM	31 Mar, 2025 07:36:54 PM	26 Mar, 2025 06:05:06 PM	0:04:02		Internal
621941752184			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 Mar, 2025 07:34:42 PM	31 Mar, 2025 07:44:28 PM	27 Mar, 2025 08:33:34 PM	0:05:19		Internal
621941752184			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 Mar, 2025 07:34:42 PM	31 Mar, 2025 07:44:28 PM	27 Mar, 2025 08:33:34 PM	0:05:19		Internal
621941752184			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 Mar, 2025 07:34:42 PM	31 Mar, 2025 07:44:28 PM	27 Mar, 2025 08:33:34 PM	0:05:19		Internal
621941752184			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 Mar, 2025 07:34:42 PM	31 Mar, 2025 07:44:28 PM	27 Mar, 2025 08:33:34 PM	0:05:19		Internal
621941752184			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 Mar, 2025 07:34:42 PM	31 Mar, 2025 07:44:28 PM	27 Mar, 2025 08:33:34 PM	0:05:19		Internal
621941752184			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 Mar, 2025 07:34:42 PM	31 Mar, 2025 07:44:28 PM	27 Mar, 2025 08:33:34 PM	0:05:19		Internal
621941752184			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 Mar, 2025 07:34:42 PM	31 Mar, 2025 07:44:28 PM	27 Mar, 2025 08:33:34 PM	0:05:19		Internal
621941752184			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 Mar, 2025 07:34:42 PM	31 Mar, 2025 07:44:28 PM	27 Mar, 2025 08:33:34 PM	0:05:19		Internal
621941752184			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 Mar, 2025 07:34:42 PM	31 Mar, 2025 07:44:28 PM	27 Mar, 2025 08:33:34 PM	0:05:19		Internal
621941752184			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 Mar, 2025 07:34:42 PM	31 Mar, 2025 07:44:28 PM	27 Mar, 2025 08:33:34 PM	0:05:19		Internal
621941752184			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		31 Mar, 2025 07:34:42 PM	31 Mar, 2025 07:44:28 PM	27 Mar, 2025 08:33:34 PM	0:05:19		Internal
621941752184			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 Mar, 2025 07:34:42 PM	31 Mar, 2025 07:44:28 PM	27 Mar, 2025 08:33:34 PM	0:05:19		Internal
621941752184			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 Mar, 2025 07:34:42 PM	31 Mar, 2025 07:44:28 PM	27 Mar, 2025 08:33:34 PM	0:05:19		Internal
621941752184			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 Mar, 2025 07:34:42 PM	31 Mar, 2025 07:44:28 PM	27 Mar, 2025 08:33:34 PM	0:05:19		Internal
621941752184			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 Mar, 2025 07:34:42 PM	31 Mar, 2025 07:44:28 PM	27 Mar, 2025 08:33:34 PM	0:05:19		Internal
621941752184			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 Mar, 2025 07:34:42 PM	31 Mar, 2025 07:44:28 PM	27 Mar, 2025 08:33:34 PM	0:05:19		Internal
621941752184			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 Mar, 2025 07:34:42 PM	31 Mar, 2025 07:44:28 PM	27 Mar, 2025 08:33:34 PM	0:05:19		Internal
621941752184			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 Mar, 2025 07:34:42 PM	31 Mar, 2025 07:44:28 PM	27 Mar, 2025 08:33:34 PM	0:05:19		Internal
621941752184			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		31 Mar, 2025 07:34:42 PM	31 Mar, 2025 07:44:28 PM	27 Mar, 2025 08:33:34 PM	0:05:19		Internal
621941752184			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 Mar, 2025 07:34:42 PM	31 Mar, 2025 07:44:28 PM	27 Mar, 2025 08:33:34 PM	0:05:19		Internal
621941752184			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 Mar, 2025 07:34:42 PM	31 Mar, 2025 07:44:28 PM	27 Mar, 2025 08:33:34 PM	0:05:19		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621941752184	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	[redacted]	31 Mar, 2025 07:34:42 PM	31 Mar, 2025 07:44:28 PM	27 Mar, 2025 08:33:34 PM	0:05:19		Internal
621941752184			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		31 Mar, 2025 07:34:42 PM	31 Mar, 2025 07:44:28 PM	27 Mar, 2025 08:33:34 PM	0:05:19		Internal
621941752184			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 Mar, 2025 07:34:42 PM	31 Mar, 2025 07:44:28 PM	27 Mar, 2025 08:33:34 PM	0:05:19		Internal
621941752184			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 Mar, 2025 07:34:42 PM	31 Mar, 2025 07:44:28 PM	27 Mar, 2025 08:33:34 PM	0:05:19		Internal
621941752184			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 Mar, 2025 07:34:42 PM	31 Mar, 2025 07:44:28 PM	27 Mar, 2025 08:33:34 PM	0:05:19		Internal
621942055608			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 Mar, 2025 07:48:25 PM	31 Mar, 2025 07:56:21 PM	31 Mar, 2025 01:37:09 PM	0:06:31		Internal
621942055608			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 Mar, 2025 07:48:25 PM	31 Mar, 2025 07:56:21 PM	31 Mar, 2025 01:37:09 PM	0:06:31		Internal
621942055608			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 Mar, 2025 07:48:25 PM	31 Mar, 2025 07:56:21 PM	31 Mar, 2025 01:37:09 PM	0:06:31		Internal
621942055608			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 Mar, 2025 07:48:25 PM	31 Mar, 2025 07:56:21 PM	31 Mar, 2025 01:37:09 PM	0:06:31		Internal
621942055608			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 Mar, 2025 07:48:25 PM	31 Mar, 2025 07:56:21 PM	31 Mar, 2025 01:37:09 PM	0:06:31		Internal
621942055608			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 Mar, 2025 07:48:25 PM	31 Mar, 2025 07:56:21 PM	31 Mar, 2025 01:37:09 PM	0:06:31		Internal
621942055608			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 Mar, 2025 07:48:25 PM	31 Mar, 2025 07:56:21 PM	31 Mar, 2025 01:37:09 PM	0:06:31		Internal
621942055608			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 Mar, 2025 07:48:25 PM	31 Mar, 2025 07:56:21 PM	31 Mar, 2025 01:37:09 PM	0:06:31		Internal
621942055608			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 Mar, 2025 07:48:25 PM	31 Mar, 2025 07:56:21 PM	31 Mar, 2025 01:37:09 PM	0:06:31		Internal
621942055608			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 Mar, 2025 07:48:25 PM	31 Mar, 2025 07:56:21 PM	31 Mar, 2025 01:37:09 PM	0:06:31		Internal
621942055608			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		31 Mar, 2025 07:48:25 PM	31 Mar, 2025 07:56:21 PM	31 Mar, 2025 01:37:09 PM	0:06:31		Internal
621942055608			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 Mar, 2025 07:48:25 PM	31 Mar, 2025 07:56:21 PM	31 Mar, 2025 01:37:09 PM	0:06:31		Internal
621942055608			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 Mar, 2025 07:48:25 PM	31 Mar, 2025 07:56:21 PM	31 Mar, 2025 01:37:09 PM	0:06:31		Internal
621942055608			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 Mar, 2025 07:48:25 PM	31 Mar, 2025 07:56:21 PM	31 Mar, 2025 01:37:09 PM	0:06:31		Internal
621942055608			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 Mar, 2025 07:48:25 PM	31 Mar, 2025 07:56:21 PM	31 Mar, 2025 01:37:09 PM	0:06:31		Internal
621942055608			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 Mar, 2025 07:48:25 PM	31 Mar, 2025 07:56:21 PM	31 Mar, 2025 01:37:09 PM	0:06:31		Internal
621942055608			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 Mar, 2025 07:48:25 PM	31 Mar, 2025 07:56:21 PM	31 Mar, 2025 01:37:09 PM	0:06:31		Internal
621942055608			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 Mar, 2025 07:48:25 PM	31 Mar, 2025 07:56:21 PM	31 Mar, 2025 01:37:09 PM	0:06:31		Internal
621942055608			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		31 Mar, 2025 07:48:25 PM	31 Mar, 2025 07:56:21 PM	31 Mar, 2025 01:37:09 PM	0:06:31		Internal
621942055608			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 Mar, 2025 07:48:25 PM	31 Mar, 2025 07:56:21 PM	31 Mar, 2025 01:37:09 PM	0:06:31		Internal
621942055608			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 Mar, 2025 07:48:25 PM	31 Mar, 2025 07:56:21 PM	31 Mar, 2025 01:37:09 PM	0:06:31		Internal
621942055608			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 Mar, 2025 07:48:25 PM	31 Mar, 2025 07:56:21 PM	31 Mar, 2025 01:37:09 PM	0:06:31		Internal
621942055608			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		31 Mar, 2025 07:48:25 PM	31 Mar, 2025 07:56:21 PM	31 Mar, 2025 01:37:09 PM	0:06:31		Internal
621942055608			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 Mar, 2025 07:48:25 PM	31 Mar, 2025 07:56:21 PM	31 Mar, 2025 01:37:09 PM	0:06:31		Internal
621942055608			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 Mar, 2025 07:48:25 PM	31 Mar, 2025 07:56:21 PM	31 Mar, 2025 01:37:09 PM	0:06:31		Internal
621942055608			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 Mar, 2025 07:48:25 PM	31 Mar, 2025 07:56:21 PM	31 Mar, 2025 01:37:09 PM	0:06:31		Internal
621942031547			CTE_Bus_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 Mar, 2025 01:31:57 PM	31 Mar, 2025 07:58:35 PM	31 Mar, 2025 12:04:41 PM	0:02:43		Internal
621942031547			CTE_Bus_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 Mar, 2025 01:31:57 PM	31 Mar, 2025 07:58:35 PM	31 Mar, 2025 12:04:41 PM	0:02:43		Internal
621942031547			CTE_Bus_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 Mar, 2025 01:31:57 PM	31 Mar, 2025 07:58:35 PM	31 Mar, 2025 12:04:41 PM	0:02:43		Internal
621942031547			CTE_Bus_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 Mar, 2025 01:31:57 PM	31 Mar, 2025 07:58:35 PM	31 Mar, 2025 12:04:41 PM	0:02:43		Internal
621942031547			CTE_Bus_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 Mar, 2025 01:31:57 PM	31 Mar, 2025 07:58:35 PM	31 Mar, 2025 12:04:41 PM	0:02:43		Internal
621942031547			CTE_Bus_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 Mar, 2025 01:31:57 PM	31 Mar, 2025 07:58:35 PM	31 Mar, 2025 12:04:41 PM	0:02:43		Internal
621942031547			CTE_Bus_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 Mar, 2025 01:31:57 PM	31 Mar, 2025 07:58:35 PM	31 Mar, 2025 12:04:41 PM	0:02:43		Internal
621942031547			CTE_Bus_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 Mar, 2025 01:31:57 PM	31 Mar, 2025 07:58:35 PM	31 Mar, 2025 12:04:41 PM	0:02:43		Internal
621942031547			CTE_Bus_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 Mar, 2025 01:31:57 PM	31 Mar, 2025 07:58:35 PM	31 Mar, 2025 12:04:41 PM	0:02:43		Internal
621942031547			CTE_Bus_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 Mar, 2025 01:31:57 PM	31 Mar, 2025 07:58:35 PM	31 Mar, 2025 12:04:41 PM	0:02:43		Internal
621942031547			CTE_Bus_Payment		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		31 Mar, 2025 01:31:57 PM	31 Mar, 2025 07:58:35 PM	31 Mar, 2025 12:04:41 PM	0:02:43		Internal
621942031547			CTE_Bus_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 Mar, 2025 01:31:57 PM	31 Mar, 2025 07:58:35 PM	31 Mar, 2025 12:04:41 PM	0:02:43		Internal
621942031547			CTE_Bus_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 Mar, 2025 01:31:57 PM	31 Mar, 2025 07:58:35 PM	31 Mar, 2025 12:04:41 PM	0:02:43		Internal
621942031547			CTE_Bus_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 Mar, 2025 01:31:57 PM	31 Mar, 2025 07:58:35 PM	31 Mar, 2025 12:04:41 PM	0:02:43		Internal
621942031547			CTE_Bus_Payment		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 Mar, 2025 01:31:57 PM	31 Mar, 2025 07:58:35 PM	31 Mar, 2025 12:04:41 PM	0:02:43		Internal
621942031547			CTE_Bus_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 Mar, 2025 01:31:57 PM	31 Mar, 2025 07:58:35 PM	31 Mar, 2025 12:04:41 PM	0:02:43		Internal
621942031547			CTE_Bus_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 Mar, 2025 01:31:57 PM	31 Mar, 2025 07:58:35 PM	31 Mar, 2025 12:04:41 PM	0:02:43		Internal
621942031547			CTE_Bus_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 Mar, 2025 01:31:57 PM	31 Mar, 2025 07:58:35 PM	31 Mar, 2025 12:04:41 PM	0:02:43		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621942031547	[redacted]	[redacted]	CTE_Bus_Payment	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	31 Mar, 2025 01:31:57 PM	31 Mar, 2025 07:58:35 PM	31 Mar, 2025 12:04:41 PM	0:02:43		Internal
621942031547			CTE_Bus_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 Mar, 2025 01:31:57 PM	31 Mar, 2025 07:58:35 PM	31 Mar, 2025 12:04:41 PM	0:02:43		Internal
621942031547			CTE_Bus_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 Mar, 2025 01:31:57 PM	31 Mar, 2025 07:58:35 PM	31 Mar, 2025 12:04:41 PM	0:02:43		Internal
621942031547			CTE_Bus_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 Mar, 2025 01:31:57 PM	31 Mar, 2025 07:58:35 PM	31 Mar, 2025 12:04:41 PM	0:02:43		Internal
621942031547			CTE_Bus_Payment		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		31 Mar, 2025 01:31:57 PM	31 Mar, 2025 07:58:35 PM	31 Mar, 2025 12:04:41 PM	0:02:43		Internal
621942031547			CTE_Bus_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 Mar, 2025 01:31:57 PM	31 Mar, 2025 07:58:35 PM	31 Mar, 2025 12:04:41 PM	0:02:43		Internal
621942031547			CTE_Bus_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 Mar, 2025 01:31:57 PM	31 Mar, 2025 07:58:35 PM	31 Mar, 2025 12:04:41 PM	0:02:43		Internal
621942031547			CTE_Bus_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 Mar, 2025 01:31:57 PM	31 Mar, 2025 07:58:35 PM	31 Mar, 2025 12:04:41 PM	0:02:43		Internal
597059548982			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Mar, 2025 12:02:01 PM	31 Mar, 2025 08:03:05 PM	26 Mar, 2025 05:14:05 PM	0:02:48		Internal
597059548982			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Mar, 2025 12:02:01 PM	31 Mar, 2025 08:03:05 PM	26 Mar, 2025 05:14:05 PM	0:02:48		Internal
597059548982			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Mar, 2025 12:02:01 PM	31 Mar, 2025 08:03:05 PM	26 Mar, 2025 05:14:05 PM	0:02:48		Internal
597059548982			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Mar, 2025 12:02:01 PM	31 Mar, 2025 08:03:05 PM	26 Mar, 2025 05:14:05 PM	0:02:48		Internal
597059548982			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Mar, 2025 12:02:01 PM	31 Mar, 2025 08:03:05 PM	26 Mar, 2025 05:14:05 PM	0:02:48		Internal
597059548982			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Mar, 2025 12:02:01 PM	31 Mar, 2025 08:03:05 PM	26 Mar, 2025 05:14:05 PM	0:02:48		Internal
597059548982			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Mar, 2025 12:02:01 PM	31 Mar, 2025 08:03:05 PM	26 Mar, 2025 05:14:05 PM	0:02:48		Internal
597059548982			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Mar, 2025 12:02:01 PM	31 Mar, 2025 08:03:05 PM	26 Mar, 2025 05:14:05 PM	0:02:48		Internal
597059548982			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Mar, 2025 12:02:01 PM	31 Mar, 2025 08:03:05 PM	26 Mar, 2025 05:14:05 PM	0:02:48		Internal
597059548982			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Mar, 2025 12:02:01 PM	31 Mar, 2025 08:03:05 PM	26 Mar, 2025 05:14:05 PM	0:02:48		Internal
597059548982			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Mar, 2025 12:02:01 PM	31 Mar, 2025 08:03:05 PM	26 Mar, 2025 05:14:05 PM	0:02:48		Internal
597059548982			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Mar, 2025 12:02:01 PM	31 Mar, 2025 08:03:05 PM	26 Mar, 2025 05:14:05 PM	0:02:48		Internal
597059548982			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Mar, 2025 12:02:01 PM	31 Mar, 2025 08:03:05 PM	26 Mar, 2025 05:14:05 PM	0:02:48		Internal
597059548982			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Mar, 2025 12:02:01 PM	31 Mar, 2025 08:03:05 PM	26 Mar, 2025 05:14:05 PM	0:02:48		Internal
597059548982			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Mar, 2025 12:02:01 PM	31 Mar, 2025 08:03:05 PM	26 Mar, 2025 05:14:05 PM	0:02:48		Internal
597059548982			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Mar, 2025 12:02:01 PM	31 Mar, 2025 08:03:05 PM	26 Mar, 2025 05:14:05 PM	0:02:48		Internal
597059548982			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Mar, 2025 12:02:01 PM	31 Mar, 2025 08:03:05 PM	26 Mar, 2025 05:14:05 PM	0:02:48		Internal
597059548982			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Mar, 2025 12:02:01 PM	31 Mar, 2025 08:03:05 PM	26 Mar, 2025 05:14:05 PM	0:02:48		Internal
597059548982			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Mar, 2025 12:02:01 PM	31 Mar, 2025 08:03:05 PM	26 Mar, 2025 05:14:05 PM	0:02:48		Internal
597059548982			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Mar, 2025 12:02:01 PM	31 Mar, 2025 08:03:05 PM	26 Mar, 2025 05:14:05 PM	0:02:48		Internal
597059548982			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Mar, 2025 12:02:01 PM	31 Mar, 2025 08:03:05 PM	26 Mar, 2025 05:14:05 PM	0:02:48		Internal
597059548982			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Mar, 2025 12:02:01 PM	31 Mar, 2025 08:03:05 PM	26 Mar, 2025 05:14:05 PM	0:02:48		Internal
597059548982			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		28 Mar, 2025 12:02:01 PM	31 Mar, 2025 08:03:05 PM	26 Mar, 2025 05:14:05 PM	0:02:48		Internal
597059548982			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Mar, 2025 12:02:01 PM	31 Mar, 2025 08:03:05 PM	26 Mar, 2025 05:14:05 PM	0:02:48		Internal
597059548982			CTE_Res_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Mar, 2025 12:02:01 PM	31 Mar, 2025 08:03:05 PM	26 Mar, 2025 05:14:05 PM	0:02:48		Internal
597059548982			CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Mar, 2025 12:02:01 PM	31 Mar, 2025 08:03:05 PM	26 Mar, 2025 05:14:05 PM	0:02:48		Internal
621942037171			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 Mar, 2025 07:57:54 PM	31 Mar, 2025 08:06:26 PM	31 Mar, 2025 12:33:29 PM	0:03:09		Internal
621942037171			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 Mar, 2025 07:57:54 PM	31 Mar, 2025 08:06:26 PM	31 Mar, 2025 12:33:29 PM	0:03:09		Internal
621942037171			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 Mar, 2025 07:57:54 PM	31 Mar, 2025 08:06:26 PM	31 Mar, 2025 12:33:29 PM	0:03:09		Internal
621942037171			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 Mar, 2025 07:57:54 PM	31 Mar, 2025 08:06:26 PM	31 Mar, 2025 12:33:29 PM	0:03:09		Internal
621942037171			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 Mar, 2025 07:57:54 PM	31 Mar, 2025 08:06:26 PM	31 Mar, 2025 12:33:29 PM	0:03:09		Internal
621942037171			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 Mar, 2025 07:57:54 PM	31 Mar, 2025 08:06:26 PM	31 Mar, 2025 12:33:29 PM	0:03:09		Internal
621942037171			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 Mar, 2025 07:57:54 PM	31 Mar, 2025 08:06:26 PM	31 Mar, 2025 12:33:29 PM	0:03:09		Internal
621942037171			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 Mar, 2025 07:57:54 PM	31 Mar, 2025 08:06:26 PM	31 Mar, 2025 12:33:29 PM	0:03:09		Internal
621942037171			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 Mar, 2025 07:57:54 PM	31 Mar, 2025 08:06:26 PM	31 Mar, 2025 12:33:29 PM	0:03:09		Internal
621942037171			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 Mar, 2025 07:57:54 PM	31 Mar, 2025 08:06:26 PM	31 Mar, 2025 12:33:29 PM	0:03:09		Internal
621942037171			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		31 Mar, 2025 07:57:54 PM	31 Mar, 2025 08:06:26 PM	31 Mar, 2025 12:33:29 PM	0:03:09		Internal
621942037171			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 Mar, 2025 07:57:54 PM	31 Mar, 2025 08:06:26 PM	31 Mar, 2025 12:33:29 PM	0:03:09		Internal
621942037171			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 Mar, 2025 07:57:54 PM	31 Mar, 2025 08:06:26 PM	31 Mar, 2025 12:33:29 PM	0:03:09		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621942037171	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	[redacted]	31 Mar, 2025 07:57:54 PM	31 Mar, 2025 08:06:26 PM	31 Mar, 2025 12:33:29 PM	0:03:09		Internal
621942037171			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 Mar, 2025 07:57:54 PM	31 Mar, 2025 08:06:26 PM	31 Mar, 2025 12:33:29 PM	0:03:09		Internal
621942037171			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 Mar, 2025 07:57:54 PM	31 Mar, 2025 08:06:26 PM	31 Mar, 2025 12:33:29 PM	0:03:09		Internal
621942037171			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 Mar, 2025 07:57:54 PM	31 Mar, 2025 08:06:26 PM	31 Mar, 2025 12:33:29 PM	0:03:09		Internal
621942037171			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 Mar, 2025 07:57:54 PM	31 Mar, 2025 08:06:26 PM	31 Mar, 2025 12:33:29 PM	0:03:09		Internal
621942037171			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		31 Mar, 2025 07:57:54 PM	31 Mar, 2025 08:06:26 PM	31 Mar, 2025 12:33:29 PM	0:03:09		Internal
621942037171			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 Mar, 2025 07:57:54 PM	31 Mar, 2025 08:06:26 PM	31 Mar, 2025 12:33:29 PM	0:03:09		Internal
621942037171			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 Mar, 2025 07:57:54 PM	31 Mar, 2025 08:06:26 PM	31 Mar, 2025 12:33:29 PM	0:03:09		Internal
621942037171			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 Mar, 2025 07:57:54 PM	31 Mar, 2025 08:06:26 PM	31 Mar, 2025 12:33:29 PM	0:03:09		Internal
621942037171			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		31 Mar, 2025 07:57:54 PM	31 Mar, 2025 08:06:26 PM	31 Mar, 2025 12:33:29 PM	0:03:09		Internal
621942037171			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 Mar, 2025 07:57:54 PM	31 Mar, 2025 08:06:26 PM	31 Mar, 2025 12:33:29 PM	0:03:09		Internal
621942037171			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 Mar, 2025 07:57:54 PM	31 Mar, 2025 08:06:26 PM	31 Mar, 2025 12:33:29 PM	0:03:09		Internal
621942037171			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 Mar, 2025 07:57:54 PM	31 Mar, 2025 08:06:26 PM	31 Mar, 2025 12:33:29 PM	0:03:09		Internal
597059292321			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Mar, 2025 04:31:58 AM	31 Mar, 2025 08:07:58 PM	25 Mar, 2025 12:15:04 PM	0:02:36		Internal
597059292321			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Mar, 2025 04:31:58 AM	31 Mar, 2025 08:07:58 PM	25 Mar, 2025 12:15:04 PM	0:02:36		Internal
597059292321			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Mar, 2025 04:31:58 AM	31 Mar, 2025 08:07:58 PM	25 Mar, 2025 12:15:04 PM	0:02:36		Internal
597059292321			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Mar, 2025 04:31:58 AM	31 Mar, 2025 08:07:58 PM	25 Mar, 2025 12:15:04 PM	0:02:36		Internal
597059292321			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Mar, 2025 04:31:58 AM	31 Mar, 2025 08:07:58 PM	25 Mar, 2025 12:15:04 PM	0:02:36		Internal
597059292321			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Mar, 2025 04:31:58 AM	31 Mar, 2025 08:07:58 PM	25 Mar, 2025 12:15:04 PM	0:02:36		Internal
597059292321			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Mar, 2025 04:31:58 AM	31 Mar, 2025 08:07:58 PM	25 Mar, 2025 12:15:04 PM	0:02:36		Internal
597059292321			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Mar, 2025 04:31:58 AM	31 Mar, 2025 08:07:58 PM	25 Mar, 2025 12:15:04 PM	0:02:36		Internal
597059292321			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Mar, 2025 04:31:58 AM	31 Mar, 2025 08:07:58 PM	25 Mar, 2025 12:15:04 PM	0:02:36		Internal
597059292321			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Mar, 2025 04:31:58 AM	31 Mar, 2025 08:07:58 PM	25 Mar, 2025 12:15:04 PM	0:02:36		Internal
597059292321			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Mar, 2025 04:31:58 AM	31 Mar, 2025 08:07:58 PM	25 Mar, 2025 12:15:04 PM	0:02:36		Internal
597059292321			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Mar, 2025 04:31:58 AM	31 Mar, 2025 08:07:58 PM	25 Mar, 2025 12:15:04 PM	0:02:36		Internal
597059292321			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Mar, 2025 04:31:58 AM	31 Mar, 2025 08:07:58 PM	25 Mar, 2025 12:15:04 PM	0:02:36		Internal
597059292321			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Mar, 2025 04:31:58 AM	31 Mar, 2025 08:07:58 PM	25 Mar, 2025 12:15:04 PM	0:02:36		Internal
597059292321			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Mar, 2025 04:31:58 AM	31 Mar, 2025 08:07:58 PM	25 Mar, 2025 12:15:04 PM	0:02:36		Internal
597059292321			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Mar, 2025 04:31:58 AM	31 Mar, 2025 08:07:58 PM	25 Mar, 2025 12:15:04 PM	0:02:36		Internal
597059292321			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Mar, 2025 04:31:58 AM	31 Mar, 2025 08:07:58 PM	25 Mar, 2025 12:15:04 PM	0:02:36		Internal
597059292321			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Mar, 2025 04:31:58 AM	31 Mar, 2025 08:07:58 PM	25 Mar, 2025 12:15:04 PM	0:02:36		Internal
597059292321			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Mar, 2025 04:31:58 AM	31 Mar, 2025 08:07:58 PM	25 Mar, 2025 12:15:04 PM	0:02:36		Internal
597059292321			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Mar, 2025 04:31:58 AM	31 Mar, 2025 08:07:58 PM	25 Mar, 2025 12:15:04 PM	0:02:36		Internal
597059292321			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Mar, 2025 04:31:58 AM	31 Mar, 2025 08:07:58 PM	25 Mar, 2025 12:15:04 PM	0:02:36		Internal
597059292321			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Mar, 2025 04:31:58 AM	31 Mar, 2025 08:07:58 PM	25 Mar, 2025 12:15:04 PM	0:02:36		Internal
597059292321			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		27 Mar, 2025 04:31:58 AM	31 Mar, 2025 08:07:58 PM	25 Mar, 2025 12:15:04 PM	0:02:36		Internal
597059292321			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Mar, 2025 04:31:58 AM	31 Mar, 2025 08:07:58 PM	25 Mar, 2025 12:15:04 PM	0:02:36		Internal
597059292321			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Mar, 2025 04:31:58 AM	31 Mar, 2025 08:07:58 PM	25 Mar, 2025 12:15:04 PM	0:02:36		Internal
597059292321			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Mar, 2025 04:31:58 AM	31 Mar, 2025 08:07:58 PM	25 Mar, 2025 12:15:04 PM	0:02:36		Internal
597058181500			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Mar, 2025 10:31:15 PM	31 Mar, 2025 08:12:23 PM	16 Mar, 2025 10:01:40 PM	0:03:40		Internal
597058181500			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Mar, 2025 10:31:15 PM	31 Mar, 2025 08:12:23 PM	16 Mar, 2025 10:01:40 PM	0:03:40		Internal
597058181500			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Mar, 2025 10:31:15 PM	31 Mar, 2025 08:12:23 PM	16 Mar, 2025 10:01:40 PM	0:03:40		Internal
597058181500			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Mar, 2025 10:31:15 PM	31 Mar, 2025 08:12:23 PM	16 Mar, 2025 10:01:40 PM	0:03:40		Internal
597058181500			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Mar, 2025 10:31:15 PM	31 Mar, 2025 08:12:23 PM	16 Mar, 2025 10:01:40 PM	0:03:40		Internal
597058181500			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Mar, 2025 10:31:15 PM	31 Mar, 2025 08:12:23 PM	16 Mar, 2025 10:01:40 PM	0:03:40		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597058181500	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	16 Mar, 2025 10:31:15 PM	31 Mar, 2025 08:12:23 PM	16 Mar, 2025 10:01:40 PM	0:03:40		Internal
597058181500			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Mar, 2025 10:31:15 PM	31 Mar, 2025 08:12:23 PM	16 Mar, 2025 10:01:40 PM	0:03:40		Internal
597058181500			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Mar, 2025 10:31:15 PM	31 Mar, 2025 08:12:23 PM	16 Mar, 2025 10:01:40 PM	0:03:40		Internal
597058181500			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Mar, 2025 10:31:15 PM	31 Mar, 2025 08:12:23 PM	16 Mar, 2025 10:01:40 PM	0:03:40		Internal
597058181500			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Mar, 2025 10:31:15 PM	31 Mar, 2025 08:12:23 PM	16 Mar, 2025 10:01:40 PM	0:03:40		Internal
597058181500			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Mar, 2025 10:31:15 PM	31 Mar, 2025 08:12:23 PM	16 Mar, 2025 10:01:40 PM	0:03:40		Internal
597058181500			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Mar, 2025 10:31:15 PM	31 Mar, 2025 08:12:23 PM	16 Mar, 2025 10:01:40 PM	0:03:40		Internal
597058181500			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Mar, 2025 10:31:15 PM	31 Mar, 2025 08:12:23 PM	16 Mar, 2025 10:01:40 PM	0:03:40		Internal
597058181500			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Mar, 2025 10:31:15 PM	31 Mar, 2025 08:12:23 PM	16 Mar, 2025 10:01:40 PM	0:03:40		Internal
597058181500			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Mar, 2025 10:31:15 PM	31 Mar, 2025 08:12:23 PM	16 Mar, 2025 10:01:40 PM	0:03:40		Internal
597058181500			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Mar, 2025 10:31:15 PM	31 Mar, 2025 08:12:23 PM	16 Mar, 2025 10:01:40 PM	0:03:40		Internal
597058181500			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Mar, 2025 10:31:15 PM	31 Mar, 2025 08:12:23 PM	16 Mar, 2025 10:01:40 PM	0:03:40		Internal
597058181500			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Mar, 2025 10:31:15 PM	31 Mar, 2025 08:12:23 PM	16 Mar, 2025 10:01:40 PM	0:03:40		Internal
597058181500			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Mar, 2025 10:31:15 PM	31 Mar, 2025 08:12:23 PM	16 Mar, 2025 10:01:40 PM	0:03:40		Internal
597058181500			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Mar, 2025 10:31:15 PM	31 Mar, 2025 08:12:23 PM	16 Mar, 2025 10:01:40 PM	0:03:40		Internal
597058181500			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Mar, 2025 10:31:15 PM	31 Mar, 2025 08:12:23 PM	16 Mar, 2025 10:01:40 PM	0:03:40		Internal
597058181500			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		16 Mar, 2025 10:31:15 PM	31 Mar, 2025 08:12:23 PM	16 Mar, 2025 10:01:40 PM	0:03:40		Internal
597058181500			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Mar, 2025 10:31:15 PM	31 Mar, 2025 08:12:23 PM	16 Mar, 2025 10:01:40 PM	0:03:40		Internal
597058181500			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Mar, 2025 10:31:15 PM	31 Mar, 2025 08:12:23 PM	16 Mar, 2025 10:01:40 PM	0:03:40		Internal
597058181500			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Mar, 2025 10:31:15 PM	31 Mar, 2025 08:12:23 PM	16 Mar, 2025 10:01:40 PM	0:03:40		Internal
621941907618			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Mar, 2025 02:01:37 AM	31 Mar, 2025 08:13:18 PM	28 Mar, 2025 06:43:47 PM	0:04:19		Internal
621941907618			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Mar, 2025 02:01:37 AM	31 Mar, 2025 08:13:18 PM	28 Mar, 2025 06:43:47 PM	0:04:19		Internal
621941907618			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Mar, 2025 02:01:37 AM	31 Mar, 2025 08:13:18 PM	28 Mar, 2025 06:43:47 PM	0:04:19		Internal
621941907618			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Mar, 2025 02:01:37 AM	31 Mar, 2025 08:13:18 PM	28 Mar, 2025 06:43:47 PM	0:04:19		Internal
621941907618			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Mar, 2025 02:01:37 AM	31 Mar, 2025 08:13:18 PM	28 Mar, 2025 06:43:47 PM	0:04:19		Internal
621941907618			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Mar, 2025 02:01:37 AM	31 Mar, 2025 08:13:18 PM	28 Mar, 2025 06:43:47 PM	0:04:19		Internal
621941907618			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Mar, 2025 02:01:37 AM	31 Mar, 2025 08:13:18 PM	28 Mar, 2025 06:43:47 PM	0:04:19		Internal
621941907618			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Mar, 2025 02:01:37 AM	31 Mar, 2025 08:13:18 PM	28 Mar, 2025 06:43:47 PM	0:04:19		Internal
621941907618			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Mar, 2025 02:01:37 AM	31 Mar, 2025 08:13:18 PM	28 Mar, 2025 06:43:47 PM	0:04:19		Internal
621941907618			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 Mar, 2025 02:01:37 AM	31 Mar, 2025 08:13:18 PM	28 Mar, 2025 06:43:47 PM	0:04:19		Internal
621941907618			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Mar, 2025 02:01:37 AM	31 Mar, 2025 08:13:18 PM	28 Mar, 2025 06:43:47 PM	0:04:19		Internal
621941907618			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Mar, 2025 02:01:37 AM	31 Mar, 2025 08:13:18 PM	28 Mar, 2025 06:43:47 PM	0:04:19		Internal
621941907618			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Mar, 2025 02:01:37 AM	31 Mar, 2025 08:13:18 PM	28 Mar, 2025 06:43:47 PM	0:04:19		Internal
621941907618			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 Mar, 2025 02:01:37 AM	31 Mar, 2025 08:13:18 PM	28 Mar, 2025 06:43:47 PM	0:04:19		Internal
621941907618			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Mar, 2025 02:01:37 AM	31 Mar, 2025 08:13:18 PM	28 Mar, 2025 06:43:47 PM	0:04:19		Internal
621941907618			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Mar, 2025 02:01:37 AM	31 Mar, 2025 08:13:18 PM	28 Mar, 2025 06:43:47 PM	0:04:19		Internal
621941907618			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Mar, 2025 02:01:37 AM	31 Mar, 2025 08:13:18 PM	28 Mar, 2025 06:43:47 PM	0:04:19		Internal
621941907618			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 Mar, 2025 02:01:37 AM	31 Mar, 2025 08:13:18 PM	28 Mar, 2025 06:43:47 PM	0:04:19		Internal
621941907618			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Mar, 2025 02:01:37 AM	31 Mar, 2025 08:13:18 PM	28 Mar, 2025 06:43:47 PM	0:04:19		Internal
621941907618			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Mar, 2025 02:01:37 AM	31 Mar, 2025 08:13:18 PM	28 Mar, 2025 06:43:47 PM	0:04:19		Internal
621941907618			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Mar, 2025 02:01:37 AM	31 Mar, 2025 08:13:18 PM	28 Mar, 2025 06:43:47 PM	0:04:19		Internal
621941907618			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Mar, 2025 02:01:37 AM	31 Mar, 2025 08:13:18 PM	28 Mar, 2025 06:43:47 PM	0:04:19		Internal
621941907618			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		29 Mar, 2025 02:01:37 AM	31 Mar, 2025 08:13:18 PM	28 Mar, 2025 06:43:47 PM	0:04:19		Internal
621941907618			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Mar, 2025 02:01:37 AM	31 Mar, 2025 08:13:18 PM	28 Mar, 2025 06:43:47 PM	0:04:19		Internal
621941907618			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Mar, 2025 02:01:37 AM	31 Mar, 2025 08:13:18 PM	28 Mar, 2025 06:43:47 PM	0:04:19		Internal
621941907618			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Mar, 2025 02:01:37 AM	31 Mar, 2025 08:13:18 PM	28 Mar, 2025 06:43:47 PM	0:04:19		Internal
597058257392			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Mar, 2025 04:01:58 PM	31 Mar, 2025 08:19:39 PM	17 Mar, 2025 03:52:56 PM	0:03:40		Internal
597058257392			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Mar, 2025 04:01:58 PM	31 Mar, 2025 08:19:39 PM	17 Mar, 2025 03:52:56 PM	0:03:40		Internal
597058257392			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Mar, 2025 04:01:58 PM	31 Mar, 2025 08:19:39 PM	17 Mar, 2025 03:52:56 PM	0:03:40		Internal
597058257392			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Mar, 2025 04:01:58 PM	31 Mar, 2025 08:19:39 PM	17 Mar, 2025 03:52:56 PM	0:03:40		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597058257392			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Mar, 2025 04:01:58 PM	31 Mar, 2025 08:19:39 PM	17 Mar, 2025 03:52:56 PM	0:03:40		Internal
597058257392			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Mar, 2025 04:01:58 PM	31 Mar, 2025 08:19:39 PM	17 Mar, 2025 03:52:56 PM	0:03:40		Internal
597058257392			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Mar, 2025 04:01:58 PM	31 Mar, 2025 08:19:39 PM	17 Mar, 2025 03:52:56 PM	0:03:40		Internal
597058257392			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Mar, 2025 04:01:58 PM	31 Mar, 2025 08:19:39 PM	17 Mar, 2025 03:52:56 PM	0:03:40		Internal
597058257392			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Mar, 2025 04:01:58 PM	31 Mar, 2025 08:19:39 PM	17 Mar, 2025 03:52:56 PM	0:03:40		Internal
597058257392			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Mar, 2025 04:01:58 PM	31 Mar, 2025 08:19:39 PM	17 Mar, 2025 03:52:56 PM	0:03:40		Internal
597058257392			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Mar, 2025 04:01:58 PM	31 Mar, 2025 08:19:39 PM	17 Mar, 2025 03:52:56 PM	0:03:40		Internal
597058257392			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Mar, 2025 04:01:58 PM	31 Mar, 2025 08:19:39 PM	17 Mar, 2025 03:52:56 PM	0:03:40		Internal
597058257392			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Mar, 2025 04:01:58 PM	31 Mar, 2025 08:19:39 PM	17 Mar, 2025 03:52:56 PM	0:03:40		Internal
597058257392			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Mar, 2025 04:01:58 PM	31 Mar, 2025 08:19:39 PM	17 Mar, 2025 03:52:56 PM	0:03:40		Internal
597058257392			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Mar, 2025 04:01:58 PM	31 Mar, 2025 08:19:39 PM	17 Mar, 2025 03:52:56 PM	0:03:40		Internal
597058257392			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Mar, 2025 04:01:58 PM	31 Mar, 2025 08:19:39 PM	17 Mar, 2025 03:52:56 PM	0:03:40		Internal
597058257392			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Mar, 2025 04:01:58 PM	31 Mar, 2025 08:19:39 PM	17 Mar, 2025 03:52:56 PM	0:03:40		Internal
597058257392			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Mar, 2025 04:01:58 PM	31 Mar, 2025 08:19:39 PM	17 Mar, 2025 03:52:56 PM	0:03:40		Internal
597058257392			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Mar, 2025 04:01:58 PM	31 Mar, 2025 08:19:39 PM	17 Mar, 2025 03:52:56 PM	0:03:40		Internal
597058257392			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Mar, 2025 04:01:58 PM	31 Mar, 2025 08:19:39 PM	17 Mar, 2025 03:52:56 PM	0:03:40		Internal
597058257392			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Mar, 2025 04:01:58 PM	31 Mar, 2025 08:19:39 PM	17 Mar, 2025 03:52:56 PM	0:03:40		Internal
597058257392			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Mar, 2025 04:01:58 PM	31 Mar, 2025 08:19:39 PM	17 Mar, 2025 03:52:56 PM	0:03:40		Internal
597058257392			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		17 Mar, 2025 04:01:58 PM	31 Mar, 2025 08:19:39 PM	17 Mar, 2025 03:52:56 PM	0:03:40		Internal
597058257392			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Mar, 2025 04:01:58 PM	31 Mar, 2025 08:19:39 PM	17 Mar, 2025 03:52:56 PM	0:03:40		Internal
597058257392			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Mar, 2025 04:01:58 PM	31 Mar, 2025 08:19:39 PM	17 Mar, 2025 03:52:56 PM	0:03:40		Internal
597058257392			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Mar, 2025 04:01:58 PM	31 Mar, 2025 08:19:39 PM	17 Mar, 2025 03:52:56 PM	0:03:40		Internal
621941735744			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 Mar, 2025 07:13:20 PM	31 Mar, 2025 08:24:18 PM	27 Mar, 2025 06:25:34 PM	0:06:06		Internal
621941735744			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 Mar, 2025 07:13:20 PM	31 Mar, 2025 08:24:18 PM	27 Mar, 2025 06:25:34 PM	0:06:06		Internal
621941735744			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 Mar, 2025 07:13:20 PM	31 Mar, 2025 08:24:18 PM	27 Mar, 2025 06:25:34 PM	0:06:06		Internal
621941735744			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 Mar, 2025 07:13:20 PM	31 Mar, 2025 08:24:18 PM	27 Mar, 2025 06:25:34 PM	0:06:06		Internal
621941735744			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 Mar, 2025 07:13:20 PM	31 Mar, 2025 08:24:18 PM	27 Mar, 2025 06:25:34 PM	0:06:06		Internal
621941735744			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 Mar, 2025 07:13:20 PM	31 Mar, 2025 08:24:18 PM	27 Mar, 2025 06:25:34 PM	0:06:06		Internal
621941735744			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 Mar, 2025 07:13:20 PM	31 Mar, 2025 08:24:18 PM	27 Mar, 2025 06:25:34 PM	0:06:06		Internal
621941735744			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 Mar, 2025 07:13:20 PM	31 Mar, 2025 08:24:18 PM	27 Mar, 2025 06:25:34 PM	0:06:06		Internal
621941735744			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 Mar, 2025 07:13:20 PM	31 Mar, 2025 08:24:18 PM	27 Mar, 2025 06:25:34 PM	0:06:06		Internal
621941735744			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 Mar, 2025 07:13:20 PM	31 Mar, 2025 08:24:18 PM	27 Mar, 2025 06:25:34 PM	0:06:06		Internal
621941735744			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		31 Mar, 2025 07:13:20 PM	31 Mar, 2025 08:24:18 PM	27 Mar, 2025 06:25:34 PM	0:06:06		Internal
621941735744			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 Mar, 2025 07:13:20 PM	31 Mar, 2025 08:24:18 PM	27 Mar, 2025 06:25:34 PM	0:06:06		Internal
621941735744			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 Mar, 2025 07:13:20 PM	31 Mar, 2025 08:24:18 PM	27 Mar, 2025 06:25:34 PM	0:06:06		Internal
621941735744			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 Mar, 2025 07:13:20 PM	31 Mar, 2025 08:24:18 PM	27 Mar, 2025 06:25:34 PM	0:06:06		Internal
621941735744			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 Mar, 2025 07:13:20 PM	31 Mar, 2025 08:24:18 PM	27 Mar, 2025 06:25:34 PM	0:06:06		Internal
621941735744			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 Mar, 2025 07:13:20 PM	31 Mar, 2025 08:24:18 PM	27 Mar, 2025 06:25:34 PM	0:06:06		Internal
621941735744			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 Mar, 2025 07:13:20 PM	31 Mar, 2025 08:24:18 PM	27 Mar, 2025 06:25:34 PM	0:06:06		Internal
621941735744			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 Mar, 2025 07:13:20 PM	31 Mar, 2025 08:24:18 PM	27 Mar, 2025 06:25:34 PM	0:06:06		Internal
621941735744			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		31 Mar, 2025 07:13:20 PM	31 Mar, 2025 08:24:18 PM	27 Mar, 2025 06:25:34 PM	0:06:06		Internal
621941735744			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 Mar, 2025 07:13:20 PM	31 Mar, 2025 08:24:18 PM	27 Mar, 2025 06:25:34 PM	0:06:06		Internal
621941735744			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 Mar, 2025 07:13:20 PM	31 Mar, 2025 08:24:18 PM	27 Mar, 2025 06:25:34 PM	0:06:06		Internal
621941735744			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 Mar, 2025 07:13:20 PM	31 Mar, 2025 08:24:18 PM	27 Mar, 2025 06:25:34 PM	0:06:06		Internal
621941735744			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		31 Mar, 2025 07:13:20 PM	31 Mar, 2025 08:24:18 PM	27 Mar, 2025 06:25:34 PM	0:06:06		Internal
621941735744			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 Mar, 2025 07:13:20 PM	31 Mar, 2025 08:24:18 PM	27 Mar, 2025 06:25:34 PM	0:06:06		Internal
621941735744			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 Mar, 2025 07:13:20 PM	31 Mar, 2025 08:24:18 PM	27 Mar, 2025 06:25:34 PM	0:06:06		Internal
621941735744			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 Mar, 2025 07:13:20 PM	31 Mar, 2025 08:24:18 PM	27 Mar, 2025 06:25:34 PM	0:06:06		Internal
597059112897			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Mar, 2025 02:32:20 PM	31 Mar, 2025 08:42:56 PM	24 Mar, 2025 01:43:00 PM	0:04:53		Internal
597059112897			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Mar, 2025 02:32:20 PM	31 Mar, 2025 08:42:56 PM	24 Mar, 2025 01:43:00 PM	0:04:53		Internal
597059112897			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Mar, 2025 02:32:20 PM	31 Mar, 2025 08:42:56 PM	24 Mar, 2025 01:43:00 PM	0:04:53		Internal
597059112897			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Mar, 2025 02:32:20 PM	31 Mar, 2025 08:42:56 PM	24 Mar, 2025 01:43:00 PM	0:04:53		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597059112897	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	[redacted]	24 Mar, 2025 02:32:20 PM	31 Mar, 2025 08:42:56 PM	24 Mar, 2025 01:43:00 PM	0:04:53		Internal
597059112897			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Mar, 2025 02:32:20 PM	31 Mar, 2025 08:42:56 PM	24 Mar, 2025 01:43:00 PM	0:04:53		Internal
597059112897			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Mar, 2025 02:32:20 PM	31 Mar, 2025 08:42:56 PM	24 Mar, 2025 01:43:00 PM	0:04:53		Internal
597059112897			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Mar, 2025 02:32:20 PM	31 Mar, 2025 08:42:56 PM	24 Mar, 2025 01:43:00 PM	0:04:53		Internal
597059112897			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Mar, 2025 02:32:20 PM	31 Mar, 2025 08:42:56 PM	24 Mar, 2025 01:43:00 PM	0:04:53		Internal
597059112897			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Mar, 2025 02:32:20 PM	31 Mar, 2025 08:42:56 PM	24 Mar, 2025 01:43:00 PM	0:04:53		Internal
597059112897			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Mar, 2025 02:32:20 PM	31 Mar, 2025 08:42:56 PM	24 Mar, 2025 01:43:00 PM	0:04:53		Internal
597059112897			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Mar, 2025 02:32:20 PM	31 Mar, 2025 08:42:56 PM	24 Mar, 2025 01:43:00 PM	0:04:53		Internal
597059112897			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Mar, 2025 02:32:20 PM	31 Mar, 2025 08:42:56 PM	24 Mar, 2025 01:43:00 PM	0:04:53		Internal
597059112897			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Mar, 2025 02:32:20 PM	31 Mar, 2025 08:42:56 PM	24 Mar, 2025 01:43:00 PM	0:04:53		Internal
597059112897			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Mar, 2025 02:32:20 PM	31 Mar, 2025 08:42:56 PM	24 Mar, 2025 01:43:00 PM	0:04:53		Internal
597059112897			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Mar, 2025 02:32:20 PM	31 Mar, 2025 08:42:56 PM	24 Mar, 2025 01:43:00 PM	0:04:53		Internal
597059112897			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Mar, 2025 02:32:20 PM	31 Mar, 2025 08:42:56 PM	24 Mar, 2025 01:43:00 PM	0:04:53		Internal
597059112897			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Mar, 2025 02:32:20 PM	31 Mar, 2025 08:42:56 PM	24 Mar, 2025 01:43:00 PM	0:04:53		Internal
597059112897			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Mar, 2025 02:32:20 PM	31 Mar, 2025 08:42:56 PM	24 Mar, 2025 01:43:00 PM	0:04:53		Internal
597059112897			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Mar, 2025 02:32:20 PM	31 Mar, 2025 08:42:56 PM	24 Mar, 2025 01:43:00 PM	0:04:53		Internal
597059112897			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Mar, 2025 02:32:20 PM	31 Mar, 2025 08:42:56 PM	24 Mar, 2025 01:43:00 PM	0:04:53		Internal
597059112897			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Mar, 2025 02:32:20 PM	31 Mar, 2025 08:42:56 PM	24 Mar, 2025 01:43:00 PM	0:04:53		Internal
597059112897			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		24 Mar, 2025 02:32:20 PM	31 Mar, 2025 08:42:56 PM	24 Mar, 2025 01:43:00 PM	0:04:53		Internal
597059112897			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Mar, 2025 02:32:20 PM	31 Mar, 2025 08:42:56 PM	24 Mar, 2025 01:43:00 PM	0:04:53		Internal
597059112897			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Mar, 2025 02:32:20 PM	31 Mar, 2025 08:42:56 PM	24 Mar, 2025 01:43:00 PM	0:04:53		Internal
597059112897			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Mar, 2025 02:32:20 PM	31 Mar, 2025 08:42:56 PM	24 Mar, 2025 01:43:00 PM	0:04:53		Internal
621941654375			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Mar, 2025 08:31:49 PM	31 Mar, 2025 09:01:19 PM	27 Mar, 2025 01:20:22 PM	0:08:53		Internal
621941654375			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Mar, 2025 08:31:49 PM	31 Mar, 2025 09:01:19 PM	27 Mar, 2025 01:20:22 PM	0:08:53		Internal
621941654375			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Mar, 2025 08:31:49 PM	31 Mar, 2025 09:01:19 PM	27 Mar, 2025 01:20:22 PM	0:08:53		Internal
621941654375			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Mar, 2025 08:31:49 PM	31 Mar, 2025 09:01:19 PM	27 Mar, 2025 01:20:22 PM	0:08:53		Internal
621941654375			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Mar, 2025 08:31:49 PM	31 Mar, 2025 09:01:19 PM	27 Mar, 2025 01:20:22 PM	0:08:53		Internal
621941654375			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Mar, 2025 08:31:49 PM	31 Mar, 2025 09:01:19 PM	27 Mar, 2025 01:20:22 PM	0:08:53		Internal
621941654375			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Mar, 2025 08:31:49 PM	31 Mar, 2025 09:01:19 PM	27 Mar, 2025 01:20:22 PM	0:08:53		Internal
621941654375			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Mar, 2025 08:31:49 PM	31 Mar, 2025 09:01:19 PM	27 Mar, 2025 01:20:22 PM	0:08:53		Internal
621941654375			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Mar, 2025 08:31:49 PM	31 Mar, 2025 09:01:19 PM	27 Mar, 2025 01:20:22 PM	0:08:53		Internal
621941654375			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Mar, 2025 08:31:49 PM	31 Mar, 2025 09:01:19 PM	27 Mar, 2025 01:20:22 PM	0:08:53		Internal
621941654375			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Mar, 2025 08:31:49 PM	31 Mar, 2025 09:01:19 PM	27 Mar, 2025 01:20:22 PM	0:08:53		Internal
621941654375			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Mar, 2025 08:31:49 PM	31 Mar, 2025 09:01:19 PM	27 Mar, 2025 01:20:22 PM	0:08:53		Internal
621941654375			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Mar, 2025 08:31:49 PM	31 Mar, 2025 09:01:19 PM	27 Mar, 2025 01:20:22 PM	0:08:53		Internal
621941654375			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Mar, 2025 08:31:49 PM	31 Mar, 2025 09:01:19 PM	27 Mar, 2025 01:20:22 PM	0:08:53		Internal
621941654375			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Mar, 2025 08:31:49 PM	31 Mar, 2025 09:01:19 PM	27 Mar, 2025 01:20:22 PM	0:08:53		Internal
621941654375			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Mar, 2025 08:31:49 PM	31 Mar, 2025 09:01:19 PM	27 Mar, 2025 01:20:22 PM	0:08:53		Internal
621941654375			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Mar, 2025 08:31:49 PM	31 Mar, 2025 09:01:19 PM	27 Mar, 2025 01:20:22 PM	0:08:53		Internal
621941654375			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Mar, 2025 08:31:49 PM	31 Mar, 2025 09:01:19 PM	27 Mar, 2025 01:20:22 PM	0:08:53		Internal
621941654375			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Mar, 2025 08:31:49 PM	31 Mar, 2025 09:01:19 PM	27 Mar, 2025 01:20:22 PM	0:08:53		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621941654375	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	[redacted]	27 Mar, 2025 08:31:49 PM	31 Mar, 2025 09:01:19 PM	27 Mar, 2025 01:20:22 PM	0:08:53		Internal
621941654375			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Mar, 2025 08:31:49 PM	31 Mar, 2025 09:01:19 PM	27 Mar, 2025 01:20:22 PM	0:08:53		Internal
621941654375			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Mar, 2025 08:31:49 PM	31 Mar, 2025 09:01:19 PM	27 Mar, 2025 01:20:22 PM	0:08:53		Internal
621941654375			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		27 Mar, 2025 08:31:49 PM	31 Mar, 2025 09:01:19 PM	27 Mar, 2025 01:20:22 PM	0:08:53		Internal
621941654375			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Mar, 2025 08:31:49 PM	31 Mar, 2025 09:01:19 PM	27 Mar, 2025 01:20:22 PM	0:08:53		Internal
621941654375			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Mar, 2025 08:31:49 PM	31 Mar, 2025 09:01:19 PM	27 Mar, 2025 01:20:22 PM	0:08:53		Internal
621941654375			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Mar, 2025 08:31:49 PM	31 Mar, 2025 09:01:19 PM	27 Mar, 2025 01:20:22 PM	0:08:53		Internal
621942126771			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 Mar, 2025 09:09:26 PM	31 Mar, 2025 09:14:24 PM	31 Mar, 2025 05:18:53 PM	0:04:22		Internal
621942126771			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 Mar, 2025 09:09:26 PM	31 Mar, 2025 09:14:24 PM	31 Mar, 2025 05:18:53 PM	0:04:22		Internal
621942126771			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 Mar, 2025 09:09:26 PM	31 Mar, 2025 09:14:24 PM	31 Mar, 2025 05:18:53 PM	0:04:22		Internal
621942126771			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 Mar, 2025 09:09:26 PM	31 Mar, 2025 09:14:24 PM	31 Mar, 2025 05:18:53 PM	0:04:22		Internal
621942126771			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 Mar, 2025 09:09:26 PM	31 Mar, 2025 09:14:24 PM	31 Mar, 2025 05:18:53 PM	0:04:22		Internal
621942126771			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 Mar, 2025 09:09:26 PM	31 Mar, 2025 09:14:24 PM	31 Mar, 2025 05:18:53 PM	0:04:22		Internal
621942126771			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 Mar, 2025 09:09:26 PM	31 Mar, 2025 09:14:24 PM	31 Mar, 2025 05:18:53 PM	0:04:22		Internal
621942126771			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 Mar, 2025 09:09:26 PM	31 Mar, 2025 09:14:24 PM	31 Mar, 2025 05:18:53 PM	0:04:22		Internal
621942126771			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 Mar, 2025 09:09:26 PM	31 Mar, 2025 09:14:24 PM	31 Mar, 2025 05:18:53 PM	0:04:22		Internal
621942126771			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 Mar, 2025 09:09:26 PM	31 Mar, 2025 09:14:24 PM	31 Mar, 2025 05:18:53 PM	0:04:22		Internal
621942126771			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		31 Mar, 2025 09:09:26 PM	31 Mar, 2025 09:14:24 PM	31 Mar, 2025 05:18:53 PM	0:04:22		Internal
621942126771			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 Mar, 2025 09:09:26 PM	31 Mar, 2025 09:14:24 PM	31 Mar, 2025 05:18:53 PM	0:04:22		Internal
621942126771			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 Mar, 2025 09:09:26 PM	31 Mar, 2025 09:14:24 PM	31 Mar, 2025 05:18:53 PM	0:04:22		Internal
621942126771			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 Mar, 2025 09:09:26 PM	31 Mar, 2025 09:14:24 PM	31 Mar, 2025 05:18:53 PM	0:04:22		Internal
621942126771			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 Mar, 2025 09:09:26 PM	31 Mar, 2025 09:14:24 PM	31 Mar, 2025 05:18:53 PM	0:04:22		Internal
621942126771			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 Mar, 2025 09:09:26 PM	31 Mar, 2025 09:14:24 PM	31 Mar, 2025 05:18:53 PM	0:04:22		Internal
621942126771			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 Mar, 2025 09:09:26 PM	31 Mar, 2025 09:14:24 PM	31 Mar, 2025 05:18:53 PM	0:04:22		Internal
621942126771			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 Mar, 2025 09:09:26 PM	31 Mar, 2025 09:14:24 PM	31 Mar, 2025 05:18:53 PM	0:04:22		Internal
621942126771			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		31 Mar, 2025 09:09:26 PM	31 Mar, 2025 09:14:24 PM	31 Mar, 2025 05:18:53 PM	0:04:22		Internal
621942126771			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 Mar, 2025 09:09:26 PM	31 Mar, 2025 09:14:24 PM	31 Mar, 2025 05:18:53 PM	0:04:22		Internal
621942126771			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 Mar, 2025 09:09:26 PM	31 Mar, 2025 09:14:24 PM	31 Mar, 2025 05:18:53 PM	0:04:22		Internal
621942126771			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 Mar, 2025 09:09:26 PM	31 Mar, 2025 09:14:24 PM	31 Mar, 2025 05:18:53 PM	0:04:22		Internal
621942126771			CTE_Bus_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		31 Mar, 2025 09:09:26 PM	31 Mar, 2025 09:14:24 PM	31 Mar, 2025 05:18:53 PM	0:04:22		Internal
621942126771			CTE_Bus_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 Mar, 2025 09:09:26 PM	31 Mar, 2025 09:14:24 PM	31 Mar, 2025 05:18:53 PM	0:04:22		Internal
621942126771			CTE_Bus_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 Mar, 2025 09:09:26 PM	31 Mar, 2025 09:14:24 PM	31 Mar, 2025 05:18:53 PM	0:04:22		Internal
621942126771			CTE_Bus_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 Mar, 2025 09:09:26 PM	31 Mar, 2025 09:14:24 PM	31 Mar, 2025 05:18:53 PM	0:04:22		Internal
596115779540			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 Mar, 2025 09:33:56 PM	31 Mar, 2025 09:46:54 PM	06 Mar, 2025 02:29:11 AM	0:03:59		Internal
596115779540			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 Mar, 2025 09:33:56 PM	31 Mar, 2025 09:46:54 PM	06 Mar, 2025 02:29:11 AM	0:03:59		Internal
596115779540			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 Mar, 2025 09:33:56 PM	31 Mar, 2025 09:46:54 PM	06 Mar, 2025 02:29:11 AM	0:03:59		Internal
596115779540			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 Mar, 2025 09:33:56 PM	31 Mar, 2025 09:46:54 PM	06 Mar, 2025 02:29:11 AM	0:03:59		Internal
596115779540			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 Mar, 2025 09:33:56 PM	31 Mar, 2025 09:46:54 PM	06 Mar, 2025 02:29:11 AM	0:03:59		Internal
596115779540			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 Mar, 2025 09:33:56 PM	31 Mar, 2025 09:46:54 PM	06 Mar, 2025 02:29:11 AM	0:03:59		Internal
596115779540			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 Mar, 2025 09:33:56 PM	31 Mar, 2025 09:46:54 PM	06 Mar, 2025 02:29:11 AM	0:03:59		Internal
596115779540			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 Mar, 2025 09:33:56 PM	31 Mar, 2025 09:46:54 PM	06 Mar, 2025 02:29:11 AM	0:03:59		Internal
596115779540			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 Mar, 2025 09:33:56 PM	31 Mar, 2025 09:46:54 PM	06 Mar, 2025 02:29:11 AM	0:03:59		Internal
596115779540			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 Mar, 2025 09:33:56 PM	31 Mar, 2025 09:46:54 PM	06 Mar, 2025 02:29:11 AM	0:03:59		Internal
596115779540			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		31 Mar, 2025 09:33:56 PM	31 Mar, 2025 09:46:54 PM	06 Mar, 2025 02:29:11 AM	0:03:59		Internal
596115779540			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 Mar, 2025 09:33:56 PM	31 Mar, 2025 09:46:54 PM	06 Mar, 2025 02:29:11 AM	0:03:59		Internal
596115779540			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 Mar, 2025 09:33:56 PM	31 Mar, 2025 09:46:54 PM	06 Mar, 2025 02:29:11 AM	0:03:59		Internal
596115779540			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 Mar, 2025 09:33:56 PM	31 Mar, 2025 09:46:54 PM	06 Mar, 2025 02:29:11 AM	0:03:59		Internal
596115779540			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 Mar, 2025 09:33:56 PM	31 Mar, 2025 09:46:54 PM	06 Mar, 2025 02:29:11 AM	0:03:59		Internal
596115779540			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 Mar, 2025 09:33:56 PM	31 Mar, 2025 09:46:54 PM	06 Mar, 2025 02:29:11 AM	0:03:59		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596115779540	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	[redacted]	31 Mar, 2025 09:33:56 PM	31 Mar, 2025 09:46:54 PM	06 Mar, 2025 02:29:11 AM	0:03:59		Internal
596115779540			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 Mar, 2025 09:33:56 PM	31 Mar, 2025 09:46:54 PM	06 Mar, 2025 02:29:11 AM	0:03:59		Internal
596115779540			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		31 Mar, 2025 09:33:56 PM	31 Mar, 2025 09:46:54 PM	06 Mar, 2025 02:29:11 AM	0:03:59		Internal
596115779540			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 Mar, 2025 09:33:56 PM	31 Mar, 2025 09:46:54 PM	06 Mar, 2025 02:29:11 AM	0:03:59		Internal
596115779540			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 Mar, 2025 09:33:56 PM	31 Mar, 2025 09:46:54 PM	06 Mar, 2025 02:29:11 AM	0:03:59		Internal
596115779540			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 Mar, 2025 09:33:56 PM	31 Mar, 2025 09:46:54 PM	06 Mar, 2025 02:29:11 AM	0:03:59		Internal
596115779540			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		31 Mar, 2025 09:33:56 PM	31 Mar, 2025 09:46:54 PM	06 Mar, 2025 02:29:11 AM	0:03:59		Internal
596115779540			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 Mar, 2025 09:33:56 PM	31 Mar, 2025 09:46:54 PM	06 Mar, 2025 02:29:11 AM	0:03:59		Internal
596115779540			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 Mar, 2025 09:33:56 PM	31 Mar, 2025 09:46:54 PM	06 Mar, 2025 02:29:11 AM	0:03:59		Internal
596115779540			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 Mar, 2025 09:33:56 PM	31 Mar, 2025 09:46:54 PM	06 Mar, 2025 02:29:11 AM	0:03:59		Internal
596115779517			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 Mar, 2025 09:47:50 PM	31 Mar, 2025 09:56:38 PM	06 Mar, 2025 02:24:37 AM	0:03:53		Internal
596115779517			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 Mar, 2025 09:47:50 PM	31 Mar, 2025 09:56:38 PM	06 Mar, 2025 02:24:37 AM	0:03:53		Internal
596115779517			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 Mar, 2025 09:47:50 PM	31 Mar, 2025 09:56:38 PM	06 Mar, 2025 02:24:37 AM	0:03:53		Internal
596115779517			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 Mar, 2025 09:47:50 PM	31 Mar, 2025 09:56:38 PM	06 Mar, 2025 02:24:37 AM	0:03:53		Internal
596115779517			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 Mar, 2025 09:47:50 PM	31 Mar, 2025 09:56:38 PM	06 Mar, 2025 02:24:37 AM	0:03:53		Internal
596115779517			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 Mar, 2025 09:47:50 PM	31 Mar, 2025 09:56:38 PM	06 Mar, 2025 02:24:37 AM	0:03:53		Internal
596115779517			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 Mar, 2025 09:47:50 PM	31 Mar, 2025 09:56:38 PM	06 Mar, 2025 02:24:37 AM	0:03:53		Internal
596115779517			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 Mar, 2025 09:47:50 PM	31 Mar, 2025 09:56:38 PM	06 Mar, 2025 02:24:37 AM	0:03:53		Internal
596115779517			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 Mar, 2025 09:47:50 PM	31 Mar, 2025 09:56:38 PM	06 Mar, 2025 02:24:37 AM	0:03:53		Internal
596115779517			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 Mar, 2025 09:47:50 PM	31 Mar, 2025 09:56:38 PM	06 Mar, 2025 02:24:37 AM	0:03:53		Internal
596115779517			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		31 Mar, 2025 09:47:50 PM	31 Mar, 2025 09:56:38 PM	06 Mar, 2025 02:24:37 AM	0:03:53		Internal
596115779517			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 Mar, 2025 09:47:50 PM	31 Mar, 2025 09:56:38 PM	06 Mar, 2025 02:24:37 AM	0:03:53		Internal
596115779517			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 Mar, 2025 09:47:50 PM	31 Mar, 2025 09:56:38 PM	06 Mar, 2025 02:24:37 AM	0:03:53		Internal
596115779517			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 Mar, 2025 09:47:50 PM	31 Mar, 2025 09:56:38 PM	06 Mar, 2025 02:24:37 AM	0:03:53		Internal
596115779517			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 Mar, 2025 09:47:50 PM	31 Mar, 2025 09:56:38 PM	06 Mar, 2025 02:24:37 AM	0:03:53		Internal
596115779517			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 Mar, 2025 09:47:50 PM	31 Mar, 2025 09:56:38 PM	06 Mar, 2025 02:24:37 AM	0:03:53		Internal
596115779517			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 Mar, 2025 09:47:50 PM	31 Mar, 2025 09:56:38 PM	06 Mar, 2025 02:24:37 AM	0:03:53		Internal
596115779517			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 Mar, 2025 09:47:50 PM	31 Mar, 2025 09:56:38 PM	06 Mar, 2025 02:24:37 AM	0:03:53		Internal
596115779517			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		31 Mar, 2025 09:47:50 PM	31 Mar, 2025 09:56:38 PM	06 Mar, 2025 02:24:37 AM	0:03:53		Internal
596115779517			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 Mar, 2025 09:47:50 PM	31 Mar, 2025 09:56:38 PM	06 Mar, 2025 02:24:37 AM	0:03:53		Internal
596115779517			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 Mar, 2025 09:47:50 PM	31 Mar, 2025 09:56:38 PM	06 Mar, 2025 02:24:37 AM	0:03:53		Internal
596115779517			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 Mar, 2025 09:47:50 PM	31 Mar, 2025 09:56:38 PM	06 Mar, 2025 02:24:37 AM	0:03:53		Internal
596115779517			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		31 Mar, 2025 09:47:50 PM	31 Mar, 2025 09:56:38 PM	06 Mar, 2025 02:24:37 AM	0:03:53		Internal
596115779517			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 Mar, 2025 09:47:50 PM	31 Mar, 2025 09:56:38 PM	06 Mar, 2025 02:24:37 AM	0:03:53		Internal
596115779517			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 Mar, 2025 09:47:50 PM	31 Mar, 2025 09:56:38 PM	06 Mar, 2025 02:24:37 AM	0:03:53		Internal
596115779517			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 Mar, 2025 09:47:50 PM	31 Mar, 2025 09:56:38 PM	06 Mar, 2025 02:24:37 AM	0:03:53		Internal
621942152309			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 Mar, 2025 09:31:44 PM	31 Mar, 2025 10:25:45 PM	31 Mar, 2025 06:39:27 PM	0:04:23		Internal
621942152309			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 Mar, 2025 09:31:44 PM	31 Mar, 2025 10:25:45 PM	31 Mar, 2025 06:39:27 PM	0:04:23		Internal
621942152309			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 Mar, 2025 09:31:44 PM	31 Mar, 2025 10:25:45 PM	31 Mar, 2025 06:39:27 PM	0:04:23		Internal
621942152309			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 Mar, 2025 09:31:44 PM	31 Mar, 2025 10:25:45 PM	31 Mar, 2025 06:39:27 PM	0:04:23		Internal
621942152309			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 Mar, 2025 09:31:44 PM	31 Mar, 2025 10:25:45 PM	31 Mar, 2025 06:39:27 PM	0:04:23		Internal
621942152309			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 Mar, 2025 09:31:44 PM	31 Mar, 2025 10:25:45 PM	31 Mar, 2025 06:39:27 PM	0:04:23		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621942152309	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	31 Mar, 2025 09:31:44 PM	31 Mar, 2025 10:25:45 PM	31 Mar, 2025 06:39:27 PM	0:04:23		Internal
621942152309			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 Mar, 2025 09:31:44 PM	31 Mar, 2025 10:25:45 PM	31 Mar, 2025 06:39:27 PM	0:04:23		Internal
621942152309			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 Mar, 2025 09:31:44 PM	31 Mar, 2025 10:25:45 PM	31 Mar, 2025 06:39:27 PM	0:04:23		Internal
621942152309			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 Mar, 2025 09:31:44 PM	31 Mar, 2025 10:25:45 PM	31 Mar, 2025 06:39:27 PM	0:04:23		Internal
621942152309			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		31 Mar, 2025 09:31:44 PM	31 Mar, 2025 10:25:45 PM	31 Mar, 2025 06:39:27 PM	0:04:23		Internal
621942152309			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 Mar, 2025 09:31:44 PM	31 Mar, 2025 10:25:45 PM	31 Mar, 2025 06:39:27 PM	0:04:23		Internal
621942152309			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 Mar, 2025 09:31:44 PM	31 Mar, 2025 10:25:45 PM	31 Mar, 2025 06:39:27 PM	0:04:23		Internal
621942152309			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 Mar, 2025 09:31:44 PM	31 Mar, 2025 10:25:45 PM	31 Mar, 2025 06:39:27 PM	0:04:23		Internal
621942152309			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 Mar, 2025 09:31:44 PM	31 Mar, 2025 10:25:45 PM	31 Mar, 2025 06:39:27 PM	0:04:23		Internal
621942152309			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 Mar, 2025 09:31:44 PM	31 Mar, 2025 10:25:45 PM	31 Mar, 2025 06:39:27 PM	0:04:23		Internal
621942152309			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 Mar, 2025 09:31:44 PM	31 Mar, 2025 10:25:45 PM	31 Mar, 2025 06:39:27 PM	0:04:23		Internal
621942152309			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 Mar, 2025 09:31:44 PM	31 Mar, 2025 10:25:45 PM	31 Mar, 2025 06:39:27 PM	0:04:23		Internal
621942152309			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		31 Mar, 2025 09:31:44 PM	31 Mar, 2025 10:25:45 PM	31 Mar, 2025 06:39:27 PM	0:04:23		Internal
621942152309			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 Mar, 2025 09:31:44 PM	31 Mar, 2025 10:25:45 PM	31 Mar, 2025 06:39:27 PM	0:04:23		Internal
621942152309			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 Mar, 2025 09:31:44 PM	31 Mar, 2025 10:25:45 PM	31 Mar, 2025 06:39:27 PM	0:04:23		Internal
621942152309			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 Mar, 2025 09:31:44 PM	31 Mar, 2025 10:25:45 PM	31 Mar, 2025 06:39:27 PM	0:04:23		Internal
621942152309			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		31 Mar, 2025 09:31:44 PM	31 Mar, 2025 10:25:45 PM	31 Mar, 2025 06:39:27 PM	0:04:23		Internal
621942152309			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 Mar, 2025 09:31:44 PM	31 Mar, 2025 10:25:45 PM	31 Mar, 2025 06:39:27 PM	0:04:23		Internal
621942152309			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 Mar, 2025 09:31:44 PM	31 Mar, 2025 10:25:45 PM	31 Mar, 2025 06:39:27 PM	0:04:23		Internal
621942152309			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 Mar, 2025 09:31:44 PM	31 Mar, 2025 10:25:45 PM	31 Mar, 2025 06:39:27 PM	0:04:23		Internal
597059077871			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Mar, 2025 12:39:53 PM	01 Apr, 2025 12:59:59 AM	23 Mar, 2025 05:33:04 PM	0:04:40		Internal
597059077871			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Mar, 2025 12:39:53 PM	01 Apr, 2025 12:59:59 AM	23 Mar, 2025 05:33:04 PM	0:04:40		Internal
597059077871			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Mar, 2025 12:39:53 PM	01 Apr, 2025 12:59:59 AM	23 Mar, 2025 05:33:04 PM	0:04:40		Internal
597059077871			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Mar, 2025 12:39:53 PM	01 Apr, 2025 12:59:59 AM	23 Mar, 2025 05:33:04 PM	0:04:40		Internal
597059077871			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Mar, 2025 12:39:53 PM	01 Apr, 2025 12:59:59 AM	23 Mar, 2025 05:33:04 PM	0:04:40		Internal
597059077871			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Mar, 2025 12:39:53 PM	01 Apr, 2025 12:59:59 AM	23 Mar, 2025 05:33:04 PM	0:04:40		Internal
597059077871			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Mar, 2025 12:39:53 PM	01 Apr, 2025 12:59:59 AM	23 Mar, 2025 05:33:04 PM	0:04:40		Internal
597059077871			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Mar, 2025 12:39:53 PM	01 Apr, 2025 12:59:59 AM	23 Mar, 2025 05:33:04 PM	0:04:40		Internal
597059077871			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Mar, 2025 12:39:53 PM	01 Apr, 2025 12:59:59 AM	23 Mar, 2025 05:33:04 PM	0:04:40		Internal
597059077871			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Mar, 2025 12:39:53 PM	01 Apr, 2025 12:59:59 AM	23 Mar, 2025 05:33:04 PM	0:04:40		Internal
597059077871			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Mar, 2025 12:39:53 PM	01 Apr, 2025 12:59:59 AM	23 Mar, 2025 05:33:04 PM	0:04:40		Internal
597059077871			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Mar, 2025 12:39:53 PM	01 Apr, 2025 12:59:59 AM	23 Mar, 2025 05:33:04 PM	0:04:40		Internal
597059077871			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Mar, 2025 12:39:53 PM	01 Apr, 2025 12:59:59 AM	23 Mar, 2025 05:33:04 PM	0:04:40		Internal
597059077871			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Mar, 2025 12:39:53 PM	01 Apr, 2025 12:59:59 AM	23 Mar, 2025 05:33:04 PM	0:04:40		Internal
597059077871			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Mar, 2025 12:39:53 PM	01 Apr, 2025 12:59:59 AM	23 Mar, 2025 05:33:04 PM	0:04:40		Internal
597059077871			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Mar, 2025 12:39:53 PM	01 Apr, 2025 12:59:59 AM	23 Mar, 2025 05:33:04 PM	0:04:40		Internal
597059077871			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Mar, 2025 12:39:53 PM	01 Apr, 2025 12:59:59 AM	23 Mar, 2025 05:33:04 PM	0:04:40		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597059077871	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	[redacted]	28 Mar, 2025 12:39:53 PM	01 Apr, 2025 12:59:59 AM	23 Mar, 2025 05:33:04 PM	0:04:40		Internal
597059077871			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Mar, 2025 12:39:53 PM	01 Apr, 2025 12:59:59 AM	23 Mar, 2025 05:33:04 PM	0:04:40		Internal
597059077871			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Mar, 2025 12:39:53 PM	01 Apr, 2025 12:59:59 AM	23 Mar, 2025 05:33:04 PM	0:04:40		Internal
597059077871			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Mar, 2025 12:39:53 PM	01 Apr, 2025 12:59:59 AM	23 Mar, 2025 05:33:04 PM	0:04:40		Internal
597059077871			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Mar, 2025 12:39:53 PM	01 Apr, 2025 12:59:59 AM	23 Mar, 2025 05:33:04 PM	0:04:40		Internal
597059077871			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		28 Mar, 2025 12:39:53 PM	01 Apr, 2025 12:59:59 AM	23 Mar, 2025 05:33:04 PM	0:04:40		Internal
597059077871			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Mar, 2025 12:39:53 PM	01 Apr, 2025 12:59:59 AM	23 Mar, 2025 05:33:04 PM	0:04:40		Internal
597059077871			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Mar, 2025 12:39:53 PM	01 Apr, 2025 12:59:59 AM	23 Mar, 2025 05:33:04 PM	0:04:40		Internal
597059077871			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Mar, 2025 12:39:53 PM	01 Apr, 2025 12:59:59 AM	23 Mar, 2025 05:33:04 PM	0:04:40		Internal
597059403926			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Mar, 2025 04:31:55 AM	01 Apr, 2025 01:12:46 AM	25 Mar, 2025 06:41:22 PM	0:05:58		Internal
597059403926			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Mar, 2025 04:31:55 AM	01 Apr, 2025 01:12:46 AM	25 Mar, 2025 06:41:22 PM	0:05:58		Internal
597059403926			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Mar, 2025 04:31:55 AM	01 Apr, 2025 01:12:46 AM	25 Mar, 2025 06:41:22 PM	0:05:58		Internal
597059403926			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Mar, 2025 04:31:55 AM	01 Apr, 2025 01:12:46 AM	25 Mar, 2025 06:41:22 PM	0:05:58		Internal
597059403926			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Mar, 2025 04:31:55 AM	01 Apr, 2025 01:12:46 AM	25 Mar, 2025 06:41:22 PM	0:05:58		Internal
597059403926			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Mar, 2025 04:31:55 AM	01 Apr, 2025 01:12:46 AM	25 Mar, 2025 06:41:22 PM	0:05:58		Internal
597059403926			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Mar, 2025 04:31:55 AM	01 Apr, 2025 01:12:46 AM	25 Mar, 2025 06:41:22 PM	0:05:58		Internal
597059403926			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Mar, 2025 04:31:55 AM	01 Apr, 2025 01:12:46 AM	25 Mar, 2025 06:41:22 PM	0:05:58		Internal
597059403926			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Mar, 2025 04:31:55 AM	01 Apr, 2025 01:12:46 AM	25 Mar, 2025 06:41:22 PM	0:05:58		Internal
597059403926			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Mar, 2025 04:31:55 AM	01 Apr, 2025 01:12:46 AM	25 Mar, 2025 06:41:22 PM	0:05:58		Internal
597059403926			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Mar, 2025 04:31:55 AM	01 Apr, 2025 01:12:46 AM	25 Mar, 2025 06:41:22 PM	0:05:58		Internal
597059403926			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Mar, 2025 04:31:55 AM	01 Apr, 2025 01:12:46 AM	25 Mar, 2025 06:41:22 PM	0:05:58		Internal
597059403926			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Mar, 2025 04:31:55 AM	01 Apr, 2025 01:12:46 AM	25 Mar, 2025 06:41:22 PM	0:05:58		Internal
597059403926			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Mar, 2025 04:31:55 AM	01 Apr, 2025 01:12:46 AM	25 Mar, 2025 06:41:22 PM	0:05:58		Internal
597059403926			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Mar, 2025 04:31:55 AM	01 Apr, 2025 01:12:46 AM	25 Mar, 2025 06:41:22 PM	0:05:58		Internal
597059403926			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Mar, 2025 04:31:55 AM	01 Apr, 2025 01:12:46 AM	25 Mar, 2025 06:41:22 PM	0:05:58		Internal
597059403926			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Mar, 2025 04:31:55 AM	01 Apr, 2025 01:12:46 AM	25 Mar, 2025 06:41:22 PM	0:05:58		Internal
597059403926			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Mar, 2025 04:31:55 AM	01 Apr, 2025 01:12:46 AM	25 Mar, 2025 06:41:22 PM	0:05:58		Internal
597059403926			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Mar, 2025 04:31:55 AM	01 Apr, 2025 01:12:46 AM	25 Mar, 2025 06:41:22 PM	0:05:58		Internal
597059403926			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Mar, 2025 04:31:55 AM	01 Apr, 2025 01:12:46 AM	25 Mar, 2025 06:41:22 PM	0:05:58		Internal
597059403926			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Mar, 2025 04:31:55 AM	01 Apr, 2025 01:12:46 AM	25 Mar, 2025 06:41:22 PM	0:05:58		Internal
597059403926			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Mar, 2025 04:31:55 AM	01 Apr, 2025 01:12:46 AM	25 Mar, 2025 06:41:22 PM	0:05:58		Internal
597059403926			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		27 Mar, 2025 04:31:55 AM	01 Apr, 2025 01:12:46 AM	25 Mar, 2025 06:41:22 PM	0:05:58		Internal
597059403926			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Mar, 2025 04:31:55 AM	01 Apr, 2025 01:12:46 AM	25 Mar, 2025 06:41:22 PM	0:05:58		Internal
597059403926			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Mar, 2025 04:31:55 AM	01 Apr, 2025 01:12:46 AM	25 Mar, 2025 06:41:22 PM	0:05:58		Internal
597059403926			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Mar, 2025 04:31:55 AM	01 Apr, 2025 01:12:46 AM	25 Mar, 2025 06:41:22 PM	0:05:58		Internal
596116408398			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Mar, 2025 03:01:04 PM	01 Apr, 2025 01:37:37 AM	10 Mar, 2025 06:58:37 PM	0:06:29		Internal
596116408398			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Mar, 2025 03:01:04 PM	01 Apr, 2025 01:37:37 AM	10 Mar, 2025 06:58:37 PM	0:06:29		Internal
596116408398			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Mar, 2025 03:01:04 PM	01 Apr, 2025 01:37:37 AM	10 Mar, 2025 06:58:37 PM	0:06:29		Internal
596116408398			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Mar, 2025 03:01:04 PM	01 Apr, 2025 01:37:37 AM	10 Mar, 2025 06:58:37 PM	0:06:29		Internal
596116408398			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Mar, 2025 03:01:04 PM	01 Apr, 2025 01:37:37 AM	10 Mar, 2025 06:58:37 PM	0:06:29		Internal
596116408398			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Mar, 2025 03:01:04 PM	01 Apr, 2025 01:37:37 AM	10 Mar, 2025 06:58:37 PM	0:06:29		Internal
596116408398			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Mar, 2025 03:01:04 PM	01 Apr, 2025 01:37:37 AM	10 Mar, 2025 06:58:37 PM	0:06:29		Internal
596116408398			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Mar, 2025 03:01:04 PM	01 Apr, 2025 01:37:37 AM	10 Mar, 2025 06:58:37 PM	0:06:29		Internal
596116408398			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Mar, 2025 03:01:04 PM	01 Apr, 2025 01:37:37 AM	10 Mar, 2025 06:58:37 PM	0:06:29		Internal
596116408398			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Mar, 2025 03:01:04 PM	01 Apr, 2025 01:37:37 AM	10 Mar, 2025 06:58:37 PM	0:06:29		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596116408398	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	11 Mar, 2025 03:01:04 PM	01 Apr, 2025 01:37:37 AM	10 Mar, 2025 06:58:37 PM	0:06:29		Internal
596116408398			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Mar, 2025 03:01:04 PM	01 Apr, 2025 01:37:37 AM	10 Mar, 2025 06:58:37 PM	0:06:29		Internal
596116408398			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Mar, 2025 03:01:04 PM	01 Apr, 2025 01:37:37 AM	10 Mar, 2025 06:58:37 PM	0:06:29		Internal
596116408398			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Mar, 2025 03:01:04 PM	01 Apr, 2025 01:37:37 AM	10 Mar, 2025 06:58:37 PM	0:06:29		Internal
596116408398			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Mar, 2025 03:01:04 PM	01 Apr, 2025 01:37:37 AM	10 Mar, 2025 06:58:37 PM	0:06:29		Internal
596116408398			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Mar, 2025 03:01:04 PM	01 Apr, 2025 01:37:37 AM	10 Mar, 2025 06:58:37 PM	0:06:29		Internal
596116408398			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Mar, 2025 03:01:04 PM	01 Apr, 2025 01:37:37 AM	10 Mar, 2025 06:58:37 PM	0:06:29		Internal
596116408398			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Mar, 2025 03:01:04 PM	01 Apr, 2025 01:37:37 AM	10 Mar, 2025 06:58:37 PM	0:06:29		Internal
596116408398			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Mar, 2025 03:01:04 PM	01 Apr, 2025 01:37:37 AM	10 Mar, 2025 06:58:37 PM	0:06:29		Internal
596116408398			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Mar, 2025 03:01:04 PM	01 Apr, 2025 01:37:37 AM	10 Mar, 2025 06:58:37 PM	0:06:29		Internal
596116408398			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Mar, 2025 03:01:04 PM	01 Apr, 2025 01:37:37 AM	10 Mar, 2025 06:58:37 PM	0:06:29		Internal
596116408398			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Mar, 2025 03:01:04 PM	01 Apr, 2025 01:37:37 AM	10 Mar, 2025 06:58:37 PM	0:06:29		Internal
596116408398			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		11 Mar, 2025 03:01:04 PM	01 Apr, 2025 01:37:37 AM	10 Mar, 2025 06:58:37 PM	0:06:29		Internal
596116408398			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Mar, 2025 03:01:04 PM	01 Apr, 2025 01:37:37 AM	10 Mar, 2025 06:58:37 PM	0:06:29		Internal
596116408398			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Mar, 2025 03:01:04 PM	01 Apr, 2025 01:37:37 AM	10 Mar, 2025 06:58:37 PM	0:06:29		Internal
596116408398			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Mar, 2025 03:01:04 PM	01 Apr, 2025 01:37:37 AM	10 Mar, 2025 06:58:37 PM	0:06:29		Internal
597058730435			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Mar, 2025 01:31:30 AM	01 Apr, 2025 01:48:12 AM	20 Mar, 2025 01:55:25 PM	0:02:04		Internal
597058730435			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Mar, 2025 01:31:30 AM	01 Apr, 2025 01:48:12 AM	20 Mar, 2025 01:55:25 PM	0:02:04		Internal
597058730435			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Mar, 2025 01:31:30 AM	01 Apr, 2025 01:48:12 AM	20 Mar, 2025 01:55:25 PM	0:02:04		Internal
597058730435			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Mar, 2025 01:31:30 AM	01 Apr, 2025 01:48:12 AM	20 Mar, 2025 01:55:25 PM	0:02:04		Internal
597058730435			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Mar, 2025 01:31:30 AM	01 Apr, 2025 01:48:12 AM	20 Mar, 2025 01:55:25 PM	0:02:04		Internal
597058730435			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Mar, 2025 01:31:30 AM	01 Apr, 2025 01:48:12 AM	20 Mar, 2025 01:55:25 PM	0:02:04		Internal
597058730435			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Mar, 2025 01:31:30 AM	01 Apr, 2025 01:48:12 AM	20 Mar, 2025 01:55:25 PM	0:02:04		Internal
597058730435			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Mar, 2025 01:31:30 AM	01 Apr, 2025 01:48:12 AM	20 Mar, 2025 01:55:25 PM	0:02:04		Internal
597058730435			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Mar, 2025 01:31:30 AM	01 Apr, 2025 01:48:12 AM	20 Mar, 2025 01:55:25 PM	0:02:04		Internal
597058730435			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Mar, 2025 01:31:30 AM	01 Apr, 2025 01:48:12 AM	20 Mar, 2025 01:55:25 PM	0:02:04		Internal
597058730435			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Mar, 2025 01:31:30 AM	01 Apr, 2025 01:48:12 AM	20 Mar, 2025 01:55:25 PM	0:02:04		Internal
597058730435			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Mar, 2025 01:31:30 AM	01 Apr, 2025 01:48:12 AM	20 Mar, 2025 01:55:25 PM	0:02:04		Internal
597058730435			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Mar, 2025 01:31:30 AM	01 Apr, 2025 01:48:12 AM	20 Mar, 2025 01:55:25 PM	0:02:04		Internal
597058730435			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Mar, 2025 01:31:30 AM	01 Apr, 2025 01:48:12 AM	20 Mar, 2025 01:55:25 PM	0:02:04		Internal
597058730435			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Mar, 2025 01:31:30 AM	01 Apr, 2025 01:48:12 AM	20 Mar, 2025 01:55:25 PM	0:02:04		Internal
597058730435			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Mar, 2025 01:31:30 AM	01 Apr, 2025 01:48:12 AM	20 Mar, 2025 01:55:25 PM	0:02:04		Internal
597058730435			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Mar, 2025 01:31:30 AM	01 Apr, 2025 01:48:12 AM	20 Mar, 2025 01:55:25 PM	0:02:04		Internal
597058730435			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Mar, 2025 01:31:30 AM	01 Apr, 2025 01:48:12 AM	20 Mar, 2025 01:55:25 PM	0:02:04		Internal
597058730435			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Mar, 2025 01:31:30 AM	01 Apr, 2025 01:48:12 AM	20 Mar, 2025 01:55:25 PM	0:02:04		Internal
597058730435			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Mar, 2025 01:31:30 AM	01 Apr, 2025 01:48:12 AM	20 Mar, 2025 01:55:25 PM	0:02:04		Internal
597058730435			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Mar, 2025 01:31:30 AM	01 Apr, 2025 01:48:12 AM	20 Mar, 2025 01:55:25 PM	0:02:04		Internal
597058730435			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Mar, 2025 01:31:30 AM	01 Apr, 2025 01:48:12 AM	20 Mar, 2025 01:55:25 PM	0:02:04		Internal
597058730435			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		21 Mar, 2025 01:31:30 AM	01 Apr, 2025 01:48:12 AM	20 Mar, 2025 01:55:25 PM	0:02:04		Internal
597058730435			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Mar, 2025 01:31:30 AM	01 Apr, 2025 01:48:12 AM	20 Mar, 2025 01:55:25 PM	0:02:04		Internal
597058730435			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Mar, 2025 01:31:30 AM	01 Apr, 2025 01:48:12 AM	20 Mar, 2025 01:55:25 PM	0:02:04		Internal
597058730435			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Mar, 2025 01:31:30 AM	01 Apr, 2025 01:48:12 AM	20 Mar, 2025 01:55:25 PM	0:02:04		Internal
597059481661			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Mar, 2025 02:31:52 PM	01 Apr, 2025 02:11:42 AM	26 Mar, 2025 01:08:36 PM	0:06:36		Internal
597059481661			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Mar, 2025 02:31:52 PM	01 Apr, 2025 02:11:42 AM	26 Mar, 2025 01:08:36 PM	0:06:36		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597059481661	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	[redacted]	26 Mar, 2025 02:31:52 PM	01 Apr, 2025 02:11:42 AM	26 Mar, 2025 01:08:36 PM	0:06:36		Internal
597059481661			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Mar, 2025 02:31:52 PM	01 Apr, 2025 02:11:42 AM	26 Mar, 2025 01:08:36 PM	0:06:36		Internal
597059481661			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Mar, 2025 02:31:52 PM	01 Apr, 2025 02:11:42 AM	26 Mar, 2025 01:08:36 PM	0:06:36		Internal
597059481661			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Mar, 2025 02:31:52 PM	01 Apr, 2025 02:11:42 AM	26 Mar, 2025 01:08:36 PM	0:06:36		Internal
597059481661			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Mar, 2025 02:31:52 PM	01 Apr, 2025 02:11:42 AM	26 Mar, 2025 01:08:36 PM	0:06:36		Internal
597059481661			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Mar, 2025 02:31:52 PM	01 Apr, 2025 02:11:42 AM	26 Mar, 2025 01:08:36 PM	0:06:36		Internal
597059481661			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Mar, 2025 02:31:52 PM	01 Apr, 2025 02:11:42 AM	26 Mar, 2025 01:08:36 PM	0:06:36		Internal
597059481661			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Mar, 2025 02:31:52 PM	01 Apr, 2025 02:11:42 AM	26 Mar, 2025 01:08:36 PM	0:06:36		Internal
597059481661			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Mar, 2025 02:31:52 PM	01 Apr, 2025 02:11:42 AM	26 Mar, 2025 01:08:36 PM	0:06:36		Internal
597059481661			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Mar, 2025 02:31:52 PM	01 Apr, 2025 02:11:42 AM	26 Mar, 2025 01:08:36 PM	0:06:36		Internal
597059481661			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Mar, 2025 02:31:52 PM	01 Apr, 2025 02:11:42 AM	26 Mar, 2025 01:08:36 PM	0:06:36		Internal
597059481661			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Mar, 2025 02:31:52 PM	01 Apr, 2025 02:11:42 AM	26 Mar, 2025 01:08:36 PM	0:06:36		Internal
597059481661			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Mar, 2025 02:31:52 PM	01 Apr, 2025 02:11:42 AM	26 Mar, 2025 01:08:36 PM	0:06:36		Internal
597059481661			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Mar, 2025 02:31:52 PM	01 Apr, 2025 02:11:42 AM	26 Mar, 2025 01:08:36 PM	0:06:36		Internal
597059481661			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Mar, 2025 02:31:52 PM	01 Apr, 2025 02:11:42 AM	26 Mar, 2025 01:08:36 PM	0:06:36		Internal
597059481661			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Mar, 2025 02:31:52 PM	01 Apr, 2025 02:11:42 AM	26 Mar, 2025 01:08:36 PM	0:06:36		Internal
597059481661			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Mar, 2025 02:31:52 PM	01 Apr, 2025 02:11:42 AM	26 Mar, 2025 01:08:36 PM	0:06:36		Internal
597059481661			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Mar, 2025 02:31:52 PM	01 Apr, 2025 02:11:42 AM	26 Mar, 2025 01:08:36 PM	0:06:36		Internal
597059481661			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Mar, 2025 02:31:52 PM	01 Apr, 2025 02:11:42 AM	26 Mar, 2025 01:08:36 PM	0:06:36		Internal
597059481661			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Mar, 2025 02:31:52 PM	01 Apr, 2025 02:11:42 AM	26 Mar, 2025 01:08:36 PM	0:06:36		Internal
597059481661			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		26 Mar, 2025 02:31:52 PM	01 Apr, 2025 02:11:42 AM	26 Mar, 2025 01:08:36 PM	0:06:36		Internal
597059481661			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Mar, 2025 02:31:52 PM	01 Apr, 2025 02:11:42 AM	26 Mar, 2025 01:08:36 PM	0:06:36		Internal
597059481661			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Mar, 2025 02:31:52 PM	01 Apr, 2025 02:11:42 AM	26 Mar, 2025 01:08:36 PM	0:06:36		Internal
597059481661			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Mar, 2025 02:31:52 PM	01 Apr, 2025 02:11:42 AM	26 Mar, 2025 01:08:36 PM	0:06:36		Internal
596115321627			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Mar, 2025 07:00:24 PM	01 Apr, 2025 03:55:32 AM	03 Mar, 2025 07:33:37 PM	0:04:20		Internal
596115321627			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Mar, 2025 07:00:24 PM	01 Apr, 2025 03:55:32 AM	03 Mar, 2025 07:33:37 PM	0:04:20		Internal
596115321627			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Mar, 2025 07:00:24 PM	01 Apr, 2025 03:55:32 AM	03 Mar, 2025 07:33:37 PM	0:04:20		Internal
596115321627			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Mar, 2025 07:00:24 PM	01 Apr, 2025 03:55:32 AM	03 Mar, 2025 07:33:37 PM	0:04:20		Internal
596115321627			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Mar, 2025 07:00:24 PM	01 Apr, 2025 03:55:32 AM	03 Mar, 2025 07:33:37 PM	0:04:20		Internal
596115321627			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 Mar, 2025 07:00:24 PM	01 Apr, 2025 03:55:32 AM	03 Mar, 2025 07:33:37 PM	0:04:20		Internal
596115321627			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 Mar, 2025 07:00:24 PM	01 Apr, 2025 03:55:32 AM	03 Mar, 2025 07:33:37 PM	0:04:20		Internal
596115321627			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Mar, 2025 07:00:24 PM	01 Apr, 2025 03:55:32 AM	03 Mar, 2025 07:33:37 PM	0:04:20		Internal
596115321627			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Mar, 2025 07:00:24 PM	01 Apr, 2025 03:55:32 AM	03 Mar, 2025 07:33:37 PM	0:04:20		Internal
596115321627			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 Mar, 2025 07:00:24 PM	01 Apr, 2025 03:55:32 AM	03 Mar, 2025 07:33:37 PM	0:04:20		Internal
596115321627			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 Mar, 2025 07:00:24 PM	01 Apr, 2025 03:55:32 AM	03 Mar, 2025 07:33:37 PM	0:04:20		Internal
596115321627			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Mar, 2025 07:00:24 PM	01 Apr, 2025 03:55:32 AM	03 Mar, 2025 07:33:37 PM	0:04:20		Internal
596115321627			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Mar, 2025 07:00:24 PM	01 Apr, 2025 03:55:32 AM	03 Mar, 2025 07:33:37 PM	0:04:20		Internal
596115321627			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 Mar, 2025 07:00:24 PM	01 Apr, 2025 03:55:32 AM	03 Mar, 2025 07:33:37 PM	0:04:20		Internal
596115321627			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 Mar, 2025 07:00:24 PM	01 Apr, 2025 03:55:32 AM	03 Mar, 2025 07:33:37 PM	0:04:20		Internal
596115321627			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Mar, 2025 07:00:24 PM	01 Apr, 2025 03:55:32 AM	03 Mar, 2025 07:33:37 PM	0:04:20		Internal
596115321627			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Mar, 2025 07:00:24 PM	01 Apr, 2025 03:55:32 AM	03 Mar, 2025 07:33:37 PM	0:04:20		Internal
596115321627			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 Mar, 2025 07:00:24 PM	01 Apr, 2025 03:55:32 AM	03 Mar, 2025 07:33:37 PM	0:04:20		Internal
596115321627			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Mar, 2025 07:00:24 PM	01 Apr, 2025 03:55:32 AM	03 Mar, 2025 07:33:37 PM	0:04:20		Internal
596115321627			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Mar, 2025 07:00:24 PM	01 Apr, 2025 03:55:32 AM	03 Mar, 2025 07:33:37 PM	0:04:20		Internal
596115321627			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Mar, 2025 07:00:24 PM	01 Apr, 2025 03:55:32 AM	03 Mar, 2025 07:33:37 PM	0:04:20		Internal
596115321627			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Mar, 2025 07:00:24 PM	01 Apr, 2025 03:55:32 AM	03 Mar, 2025 07:33:37 PM	0:04:20		Internal
596115321627			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		05 Mar, 2025 07:00:24 PM	01 Apr, 2025 03:55:32 AM	03 Mar, 2025 07:33:37 PM	0:04:20		Internal
596115321627			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Mar, 2025 07:00:24 PM	01 Apr, 2025 03:55:32 AM	03 Mar, 2025 07:33:37 PM	0:04:20		Internal
596115321627			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Mar, 2025 07:00:24 PM	01 Apr, 2025 03:55:32 AM	03 Mar, 2025 07:33:37 PM	0:04:20		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
596115321627	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	[redacted]	05 Mar, 2025 07:00:24 PM	01 Apr, 2025 03:55:32 AM	03 Mar, 2025 07:33:37 PM	0:04:20		Internal
597059386834			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 Mar, 2025 04:33:09 PM	01 Apr, 2025 04:00:25 AM	25 Mar, 2025 05:52:54 PM	0:03:48		Internal
597059386834			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 Mar, 2025 04:33:09 PM	01 Apr, 2025 04:00:25 AM	25 Mar, 2025 05:52:54 PM	0:03:48		Internal
597059386834			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 Mar, 2025 04:33:09 PM	01 Apr, 2025 04:00:25 AM	25 Mar, 2025 05:52:54 PM	0:03:48		Internal
597059386834			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 Mar, 2025 04:33:09 PM	01 Apr, 2025 04:00:25 AM	25 Mar, 2025 05:52:54 PM	0:03:48		Internal
597059386834			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 Mar, 2025 04:33:09 PM	01 Apr, 2025 04:00:25 AM	25 Mar, 2025 05:52:54 PM	0:03:48		Internal
597059386834			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 Mar, 2025 04:33:09 PM	01 Apr, 2025 04:00:25 AM	25 Mar, 2025 05:52:54 PM	0:03:48		Internal
597059386834			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 Mar, 2025 04:33:09 PM	01 Apr, 2025 04:00:25 AM	25 Mar, 2025 05:52:54 PM	0:03:48		Internal
597059386834			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 Mar, 2025 04:33:09 PM	01 Apr, 2025 04:00:25 AM	25 Mar, 2025 05:52:54 PM	0:03:48		Internal
597059386834			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 Mar, 2025 04:33:09 PM	01 Apr, 2025 04:00:25 AM	25 Mar, 2025 05:52:54 PM	0:03:48		Internal
597059386834			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 Mar, 2025 04:33:09 PM	01 Apr, 2025 04:00:25 AM	25 Mar, 2025 05:52:54 PM	0:03:48		Internal
597059386834			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		31 Mar, 2025 04:33:09 PM	01 Apr, 2025 04:00:25 AM	25 Mar, 2025 05:52:54 PM	0:03:48		Internal
597059386834			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 Mar, 2025 04:33:09 PM	01 Apr, 2025 04:00:25 AM	25 Mar, 2025 05:52:54 PM	0:03:48		Internal
597059386834			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 Mar, 2025 04:33:09 PM	01 Apr, 2025 04:00:25 AM	25 Mar, 2025 05:52:54 PM	0:03:48		Internal
597059386834			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 Mar, 2025 04:33:09 PM	01 Apr, 2025 04:00:25 AM	25 Mar, 2025 05:52:54 PM	0:03:48		Internal
597059386834			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 Mar, 2025 04:33:09 PM	01 Apr, 2025 04:00:25 AM	25 Mar, 2025 05:52:54 PM	0:03:48		Internal
597059386834			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 Mar, 2025 04:33:09 PM	01 Apr, 2025 04:00:25 AM	25 Mar, 2025 05:52:54 PM	0:03:48		Internal
597059386834			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 Mar, 2025 04:33:09 PM	01 Apr, 2025 04:00:25 AM	25 Mar, 2025 05:52:54 PM	0:03:48		Internal
597059386834			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 Mar, 2025 04:33:09 PM	01 Apr, 2025 04:00:25 AM	25 Mar, 2025 05:52:54 PM	0:03:48		Internal
597059386834			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		31 Mar, 2025 04:33:09 PM	01 Apr, 2025 04:00:25 AM	25 Mar, 2025 05:52:54 PM	0:03:48		Internal
597059386834			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 Mar, 2025 04:33:09 PM	01 Apr, 2025 04:00:25 AM	25 Mar, 2025 05:52:54 PM	0:03:48		Internal
597059386834			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 Mar, 2025 04:33:09 PM	01 Apr, 2025 04:00:25 AM	25 Mar, 2025 05:52:54 PM	0:03:48		Internal
597059386834			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 Mar, 2025 04:33:09 PM	01 Apr, 2025 04:00:25 AM	25 Mar, 2025 05:52:54 PM	0:03:48		Internal
597059386834			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		31 Mar, 2025 04:33:09 PM	01 Apr, 2025 04:00:25 AM	25 Mar, 2025 05:52:54 PM	0:03:48		Internal
597059386834			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 Mar, 2025 04:33:09 PM	01 Apr, 2025 04:00:25 AM	25 Mar, 2025 05:52:54 PM	0:03:48		Internal
597059386834			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 Mar, 2025 04:33:09 PM	01 Apr, 2025 04:00:25 AM	25 Mar, 2025 05:52:54 PM	0:03:48		Internal
597059386834			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 Mar, 2025 04:33:09 PM	01 Apr, 2025 04:00:25 AM	25 Mar, 2025 05:52:54 PM	0:03:48		Internal
621941860610			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Apr, 2025 03:23:16 PM	01 Apr, 2025 03:31:41 PM	28 Mar, 2025 03:40:57 PM	0:02:54		Internal
621941860610			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 Apr, 2025 03:23:16 PM	01 Apr, 2025 03:31:41 PM	28 Mar, 2025 03:40:57 PM	0:02:54		Internal
621941860610			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 Apr, 2025 03:23:16 PM	01 Apr, 2025 03:31:41 PM	28 Mar, 2025 03:40:57 PM	0:02:54		Internal
621941860610			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 Apr, 2025 03:23:16 PM	01 Apr, 2025 03:31:41 PM	28 Mar, 2025 03:40:57 PM	0:02:54		Internal
621941860610			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 Apr, 2025 03:23:16 PM	01 Apr, 2025 03:31:41 PM	28 Mar, 2025 03:40:57 PM	0:02:54		Internal
621941860610			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 Apr, 2025 03:23:16 PM	01 Apr, 2025 03:31:41 PM	28 Mar, 2025 03:40:57 PM	0:02:54		Internal
621941860610			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 Apr, 2025 03:23:16 PM	01 Apr, 2025 03:31:41 PM	28 Mar, 2025 03:40:57 PM	0:02:54		Internal
621941860610			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 Apr, 2025 03:23:16 PM	01 Apr, 2025 03:31:41 PM	28 Mar, 2025 03:40:57 PM	0:02:54		Internal
621941860610			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 Apr, 2025 03:23:16 PM	01 Apr, 2025 03:31:41 PM	28 Mar, 2025 03:40:57 PM	0:02:54		Internal
621941860610			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 Apr, 2025 03:23:16 PM	01 Apr, 2025 03:31:41 PM	28 Mar, 2025 03:40:57 PM	0:02:54		Internal
621941860610			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 Apr, 2025 03:23:16 PM	01 Apr, 2025 03:31:41 PM	28 Mar, 2025 03:40:57 PM	0:02:54		Internal
621941860610			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 Apr, 2025 03:23:16 PM	01 Apr, 2025 03:31:41 PM	28 Mar, 2025 03:40:57 PM	0:02:54		Internal
621941860610			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 Apr, 2025 03:23:16 PM	01 Apr, 2025 03:31:41 PM	28 Mar, 2025 03:40:57 PM	0:02:54		Internal
621941860610			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 Apr, 2025 03:23:16 PM	01 Apr, 2025 03:31:41 PM	28 Mar, 2025 03:40:57 PM	0:02:54		Internal
621941860610			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 Apr, 2025 03:23:16 PM	01 Apr, 2025 03:31:41 PM	28 Mar, 2025 03:40:57 PM	0:02:54		Internal
621941860610			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 Apr, 2025 03:23:16 PM	01 Apr, 2025 03:31:41 PM	28 Mar, 2025 03:40:57 PM	0:02:54		Internal
621941860610			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 Apr, 2025 03:23:16 PM	01 Apr, 2025 03:31:41 PM	28 Mar, 2025 03:40:57 PM	0:02:54		Internal
621941860610			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 Apr, 2025 03:23:16 PM	01 Apr, 2025 03:31:41 PM	28 Mar, 2025 03:40:57 PM	0:02:54		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621941860610	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	01 Apr, 2025 03:23:16 PM	01 Apr, 2025 03:31:41 PM	28 Mar, 2025 03:40:57 PM	0:02:54		Internal
621941860610			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 Apr, 2025 03:23:16 PM	01 Apr, 2025 03:31:41 PM	28 Mar, 2025 03:40:57 PM	0:02:54		Internal
621941860610			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 Apr, 2025 03:23:16 PM	01 Apr, 2025 03:31:41 PM	28 Mar, 2025 03:40:57 PM	0:02:54		Internal
621941860610			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 Apr, 2025 03:23:16 PM	01 Apr, 2025 03:31:41 PM	28 Mar, 2025 03:40:57 PM	0:02:54		Internal
621941860610			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		01 Apr, 2025 03:23:16 PM	01 Apr, 2025 03:31:41 PM	28 Mar, 2025 03:40:57 PM	0:02:54		Internal
621941860610			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 Apr, 2025 03:23:16 PM	01 Apr, 2025 03:31:41 PM	28 Mar, 2025 03:40:57 PM	0:02:54		Internal
621941860610			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 Apr, 2025 03:23:16 PM	01 Apr, 2025 03:31:41 PM	28 Mar, 2025 03:40:57 PM	0:02:54		Internal
621941860610			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 Apr, 2025 03:23:16 PM	01 Apr, 2025 03:31:41 PM	28 Mar, 2025 03:40:57 PM	0:02:54		Internal
621942281508			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Apr, 2025 04:04:51 PM	01 Apr, 2025 04:20:06 PM	01 Apr, 2025 02:21:13 PM	0:02:11		Internal
621942281508			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 Apr, 2025 04:04:51 PM	01 Apr, 2025 04:20:06 PM	01 Apr, 2025 02:21:13 PM	0:02:11		Internal
621942281508			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 Apr, 2025 04:04:51 PM	01 Apr, 2025 04:20:06 PM	01 Apr, 2025 02:21:13 PM	0:02:11		Internal
621942281508			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 Apr, 2025 04:04:51 PM	01 Apr, 2025 04:20:06 PM	01 Apr, 2025 02:21:13 PM	0:02:11		Internal
621942281508			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 Apr, 2025 04:04:51 PM	01 Apr, 2025 04:20:06 PM	01 Apr, 2025 02:21:13 PM	0:02:11		Internal
621942281508			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 Apr, 2025 04:04:51 PM	01 Apr, 2025 04:20:06 PM	01 Apr, 2025 02:21:13 PM	0:02:11		Internal
621942281508			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 Apr, 2025 04:04:51 PM	01 Apr, 2025 04:20:06 PM	01 Apr, 2025 02:21:13 PM	0:02:11		Internal
621942281508			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 Apr, 2025 04:04:51 PM	01 Apr, 2025 04:20:06 PM	01 Apr, 2025 02:21:13 PM	0:02:11		Internal
621942281508			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 Apr, 2025 04:04:51 PM	01 Apr, 2025 04:20:06 PM	01 Apr, 2025 02:21:13 PM	0:02:11		Internal
621942281508			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 Apr, 2025 04:04:51 PM	01 Apr, 2025 04:20:06 PM	01 Apr, 2025 02:21:13 PM	0:02:11		Internal
621942281508			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 Apr, 2025 04:04:51 PM	01 Apr, 2025 04:20:06 PM	01 Apr, 2025 02:21:13 PM	0:02:11		Internal
621942281508			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 Apr, 2025 04:04:51 PM	01 Apr, 2025 04:20:06 PM	01 Apr, 2025 02:21:13 PM	0:02:11		Internal
621942281508			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 Apr, 2025 04:04:51 PM	01 Apr, 2025 04:20:06 PM	01 Apr, 2025 02:21:13 PM	0:02:11		Internal
621942281508			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 Apr, 2025 04:04:51 PM	01 Apr, 2025 04:20:06 PM	01 Apr, 2025 02:21:13 PM	0:02:11		Internal
621942281508			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 Apr, 2025 04:04:51 PM	01 Apr, 2025 04:20:06 PM	01 Apr, 2025 02:21:13 PM	0:02:11		Internal
621942281508			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 Apr, 2025 04:04:51 PM	01 Apr, 2025 04:20:06 PM	01 Apr, 2025 02:21:13 PM	0:02:11		Internal
621942281508			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 Apr, 2025 04:04:51 PM	01 Apr, 2025 04:20:06 PM	01 Apr, 2025 02:21:13 PM	0:02:11		Internal
621942281508			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 Apr, 2025 04:04:51 PM	01 Apr, 2025 04:20:06 PM	01 Apr, 2025 02:21:13 PM	0:02:11		Internal
621942281508			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 Apr, 2025 04:04:51 PM	01 Apr, 2025 04:20:06 PM	01 Apr, 2025 02:21:13 PM	0:02:11		Internal
621942281508			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 Apr, 2025 04:04:51 PM	01 Apr, 2025 04:20:06 PM	01 Apr, 2025 02:21:13 PM	0:02:11		Internal
621942281508			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 Apr, 2025 04:04:51 PM	01 Apr, 2025 04:20:06 PM	01 Apr, 2025 02:21:13 PM	0:02:11		Internal
621942281508			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 Apr, 2025 04:04:51 PM	01 Apr, 2025 04:20:06 PM	01 Apr, 2025 02:21:13 PM	0:02:11		Internal
621942281508			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		01 Apr, 2025 04:04:51 PM	01 Apr, 2025 04:20:06 PM	01 Apr, 2025 02:21:13 PM	0:02:11		Internal
621942281508			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 Apr, 2025 04:04:51 PM	01 Apr, 2025 04:20:06 PM	01 Apr, 2025 02:21:13 PM	0:02:11		Internal
621942281508			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 Apr, 2025 04:04:51 PM	01 Apr, 2025 04:20:06 PM	01 Apr, 2025 02:21:13 PM	0:02:11		Internal
621942281508			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 Apr, 2025 04:04:51 PM	01 Apr, 2025 04:20:06 PM	01 Apr, 2025 02:21:13 PM	0:02:11		Internal
621942095587			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Apr, 2025 05:03:32 PM	01 Apr, 2025 05:24:35 PM	31 Mar, 2025 03:52:37 PM	0:02:30		Internal
621942095587			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 Apr, 2025 05:03:32 PM	01 Apr, 2025 05:24:35 PM	31 Mar, 2025 03:52:37 PM	0:02:30		Internal
621942095587			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 Apr, 2025 05:03:32 PM	01 Apr, 2025 05:24:35 PM	31 Mar, 2025 03:52:37 PM	0:02:30		Internal
621942095587			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 Apr, 2025 05:03:32 PM	01 Apr, 2025 05:24:35 PM	31 Mar, 2025 03:52:37 PM	0:02:30		Internal
621942095587			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 Apr, 2025 05:03:32 PM	01 Apr, 2025 05:24:35 PM	31 Mar, 2025 03:52:37 PM	0:02:30		Internal
621942095587			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 Apr, 2025 05:03:32 PM	01 Apr, 2025 05:24:35 PM	31 Mar, 2025 03:52:37 PM	0:02:30		Internal
621942095587			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 Apr, 2025 05:03:32 PM	01 Apr, 2025 05:24:35 PM	31 Mar, 2025 03:52:37 PM	0:02:30		Internal
621942095587			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 Apr, 2025 05:03:32 PM	01 Apr, 2025 05:24:35 PM	31 Mar, 2025 03:52:37 PM	0:02:30		Internal
621942095587			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 Apr, 2025 05:03:32 PM	01 Apr, 2025 05:24:35 PM	31 Mar, 2025 03:52:37 PM	0:02:30		Internal
621942095587			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 Apr, 2025 05:03:32 PM	01 Apr, 2025 05:24:35 PM	31 Mar, 2025 03:52:37 PM	0:02:30		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621942095587	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	01 Apr, 2025 05:03:32 PM	01 Apr, 2025 05:24:35 PM	31 Mar, 2025 03:52:37 PM	0:02:30		Internal
621942095587			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 Apr, 2025 05:03:32 PM	01 Apr, 2025 05:24:35 PM	31 Mar, 2025 03:52:37 PM	0:02:30		Internal
621942095587			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 Apr, 2025 05:03:32 PM	01 Apr, 2025 05:24:35 PM	31 Mar, 2025 03:52:37 PM	0:02:30		Internal
621942095587			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 Apr, 2025 05:03:32 PM	01 Apr, 2025 05:24:35 PM	31 Mar, 2025 03:52:37 PM	0:02:30		Internal
621942095587			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 Apr, 2025 05:03:32 PM	01 Apr, 2025 05:24:35 PM	31 Mar, 2025 03:52:37 PM	0:02:30		Internal
621942095587			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 Apr, 2025 05:03:32 PM	01 Apr, 2025 05:24:35 PM	31 Mar, 2025 03:52:37 PM	0:02:30		Internal
621942095587			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 Apr, 2025 05:03:32 PM	01 Apr, 2025 05:24:35 PM	31 Mar, 2025 03:52:37 PM	0:02:30		Internal
621942095587			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 Apr, 2025 05:03:32 PM	01 Apr, 2025 05:24:35 PM	31 Mar, 2025 03:52:37 PM	0:02:30		Internal
621942095587			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 Apr, 2025 05:03:32 PM	01 Apr, 2025 05:24:35 PM	31 Mar, 2025 03:52:37 PM	0:02:30		Internal
621942095587			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 Apr, 2025 05:03:32 PM	01 Apr, 2025 05:24:35 PM	31 Mar, 2025 03:52:37 PM	0:02:30		Internal
621942095587			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 Apr, 2025 05:03:32 PM	01 Apr, 2025 05:24:35 PM	31 Mar, 2025 03:52:37 PM	0:02:30		Internal
621942095587			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 Apr, 2025 05:03:32 PM	01 Apr, 2025 05:24:35 PM	31 Mar, 2025 03:52:37 PM	0:02:30		Internal
621942095587			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		01 Apr, 2025 05:03:32 PM	01 Apr, 2025 05:24:35 PM	31 Mar, 2025 03:52:37 PM	0:02:30		Internal
621942095587			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 Apr, 2025 05:03:32 PM	01 Apr, 2025 05:24:35 PM	31 Mar, 2025 03:52:37 PM	0:02:30		Internal
621942095587			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 Apr, 2025 05:03:32 PM	01 Apr, 2025 05:24:35 PM	31 Mar, 2025 03:52:37 PM	0:02:30		Internal
621942095587			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 Apr, 2025 05:03:32 PM	01 Apr, 2025 05:24:35 PM	31 Mar, 2025 03:52:37 PM	0:02:30		Internal
621941620142			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Apr, 2025 05:42:55 PM	01 Apr, 2025 05:46:52 PM	26 Mar, 2025 09:35:14 PM	0:03:42		Internal
621941620142			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 Apr, 2025 05:42:55 PM	01 Apr, 2025 05:46:52 PM	26 Mar, 2025 09:35:14 PM	0:03:42		Internal
621941620142			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 Apr, 2025 05:42:55 PM	01 Apr, 2025 05:46:52 PM	26 Mar, 2025 09:35:14 PM	0:03:42		Internal
621941620142			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 Apr, 2025 05:42:55 PM	01 Apr, 2025 05:46:52 PM	26 Mar, 2025 09:35:14 PM	0:03:42		Internal
621941620142			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 Apr, 2025 05:42:55 PM	01 Apr, 2025 05:46:52 PM	26 Mar, 2025 09:35:14 PM	0:03:42		Internal
621941620142			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 Apr, 2025 05:42:55 PM	01 Apr, 2025 05:46:52 PM	26 Mar, 2025 09:35:14 PM	0:03:42		Internal
621941620142			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 Apr, 2025 05:42:55 PM	01 Apr, 2025 05:46:52 PM	26 Mar, 2025 09:35:14 PM	0:03:42		Internal
621941620142			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 Apr, 2025 05:42:55 PM	01 Apr, 2025 05:46:52 PM	26 Mar, 2025 09:35:14 PM	0:03:42		Internal
621941620142			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 Apr, 2025 05:42:55 PM	01 Apr, 2025 05:46:52 PM	26 Mar, 2025 09:35:14 PM	0:03:42		Internal
621941620142			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 Apr, 2025 05:42:55 PM	01 Apr, 2025 05:46:52 PM	26 Mar, 2025 09:35:14 PM	0:03:42		Internal
621941620142			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 Apr, 2025 05:42:55 PM	01 Apr, 2025 05:46:52 PM	26 Mar, 2025 09:35:14 PM	0:03:42		Internal
621941620142			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 Apr, 2025 05:42:55 PM	01 Apr, 2025 05:46:52 PM	26 Mar, 2025 09:35:14 PM	0:03:42		Internal
621941620142			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 Apr, 2025 05:42:55 PM	01 Apr, 2025 05:46:52 PM	26 Mar, 2025 09:35:14 PM	0:03:42		Internal
621941620142			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 Apr, 2025 05:42:55 PM	01 Apr, 2025 05:46:52 PM	26 Mar, 2025 09:35:14 PM	0:03:42		Internal
621941620142			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 Apr, 2025 05:42:55 PM	01 Apr, 2025 05:46:52 PM	26 Mar, 2025 09:35:14 PM	0:03:42		Internal
621941620142			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 Apr, 2025 05:42:55 PM	01 Apr, 2025 05:46:52 PM	26 Mar, 2025 09:35:14 PM	0:03:42		Internal
621941620142			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 Apr, 2025 05:42:55 PM	01 Apr, 2025 05:46:52 PM	26 Mar, 2025 09:35:14 PM	0:03:42		Internal
621941620142			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 Apr, 2025 05:42:55 PM	01 Apr, 2025 05:46:52 PM	26 Mar, 2025 09:35:14 PM	0:03:42		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621941620142	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	01 Apr, 2025 05:42:55 PM	01 Apr, 2025 05:46:52 PM	26 Mar, 2025 09:35:14 PM	0:03:42		Internal
621941620142			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 Apr, 2025 05:42:55 PM	01 Apr, 2025 05:46:52 PM	26 Mar, 2025 09:35:14 PM	0:03:42		Internal
621941620142			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 Apr, 2025 05:42:55 PM	01 Apr, 2025 05:46:52 PM	26 Mar, 2025 09:35:14 PM	0:03:42		Internal
621941620142			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 Apr, 2025 05:42:55 PM	01 Apr, 2025 05:46:52 PM	26 Mar, 2025 09:35:14 PM	0:03:42		Internal
621941620142			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		01 Apr, 2025 05:42:55 PM	01 Apr, 2025 05:46:52 PM	26 Mar, 2025 09:35:14 PM	0:03:42		Internal
621941620142			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 Apr, 2025 05:42:55 PM	01 Apr, 2025 05:46:52 PM	26 Mar, 2025 09:35:14 PM	0:03:42		Internal
621941620142			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 Apr, 2025 05:42:55 PM	01 Apr, 2025 05:46:52 PM	26 Mar, 2025 09:35:14 PM	0:03:42		Internal
621941620142			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 Apr, 2025 05:42:55 PM	01 Apr, 2025 05:46:52 PM	26 Mar, 2025 09:35:14 PM	0:03:42		Internal
621941847403			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Apr, 2025 06:41:24 PM	01 Apr, 2025 06:51:46 PM	28 Mar, 2025 02:55:31 PM	0:03:04		Internal
621941847403			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 Apr, 2025 06:41:24 PM	01 Apr, 2025 06:51:46 PM	28 Mar, 2025 02:55:31 PM	0:03:04		Internal
621941847403			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 Apr, 2025 06:41:24 PM	01 Apr, 2025 06:51:46 PM	28 Mar, 2025 02:55:31 PM	0:03:04		Internal
621941847403			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 Apr, 2025 06:41:24 PM	01 Apr, 2025 06:51:46 PM	28 Mar, 2025 02:55:31 PM	0:03:04		Internal
621941847403			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 Apr, 2025 06:41:24 PM	01 Apr, 2025 06:51:46 PM	28 Mar, 2025 02:55:31 PM	0:03:04		Internal
621941847403			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 Apr, 2025 06:41:24 PM	01 Apr, 2025 06:51:46 PM	28 Mar, 2025 02:55:31 PM	0:03:04		Internal
621941847403			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 Apr, 2025 06:41:24 PM	01 Apr, 2025 06:51:46 PM	28 Mar, 2025 02:55:31 PM	0:03:04		Internal
621941847403			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 Apr, 2025 06:41:24 PM	01 Apr, 2025 06:51:46 PM	28 Mar, 2025 02:55:31 PM	0:03:04		Internal
621941847403			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 Apr, 2025 06:41:24 PM	01 Apr, 2025 06:51:46 PM	28 Mar, 2025 02:55:31 PM	0:03:04		Internal
621941847403			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 Apr, 2025 06:41:24 PM	01 Apr, 2025 06:51:46 PM	28 Mar, 2025 02:55:31 PM	0:03:04		Internal
621941847403			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 Apr, 2025 06:41:24 PM	01 Apr, 2025 06:51:46 PM	28 Mar, 2025 02:55:31 PM	0:03:04		Internal
621941847403			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 Apr, 2025 06:41:24 PM	01 Apr, 2025 06:51:46 PM	28 Mar, 2025 02:55:31 PM	0:03:04		Internal
621941847403			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 Apr, 2025 06:41:24 PM	01 Apr, 2025 06:51:46 PM	28 Mar, 2025 02:55:31 PM	0:03:04		Internal
621941847403			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 Apr, 2025 06:41:24 PM	01 Apr, 2025 06:51:46 PM	28 Mar, 2025 02:55:31 PM	0:03:04		Internal
621941847403			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 Apr, 2025 06:41:24 PM	01 Apr, 2025 06:51:46 PM	28 Mar, 2025 02:55:31 PM	0:03:04		Internal
621941847403			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 Apr, 2025 06:41:24 PM	01 Apr, 2025 06:51:46 PM	28 Mar, 2025 02:55:31 PM	0:03:04		Internal
621941847403			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 Apr, 2025 06:41:24 PM	01 Apr, 2025 06:51:46 PM	28 Mar, 2025 02:55:31 PM	0:03:04		Internal
621941847403			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 Apr, 2025 06:41:24 PM	01 Apr, 2025 06:51:46 PM	28 Mar, 2025 02:55:31 PM	0:03:04		Internal
621941847403			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 Apr, 2025 06:41:24 PM	01 Apr, 2025 06:51:46 PM	28 Mar, 2025 02:55:31 PM	0:03:04		Internal
621941847403			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 Apr, 2025 06:41:24 PM	01 Apr, 2025 06:51:46 PM	28 Mar, 2025 02:55:31 PM	0:03:04		Internal
621941847403			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 Apr, 2025 06:41:24 PM	01 Apr, 2025 06:51:46 PM	28 Mar, 2025 02:55:31 PM	0:03:04		Internal
621941847403			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 Apr, 2025 06:41:24 PM	01 Apr, 2025 06:51:46 PM	28 Mar, 2025 02:55:31 PM	0:03:04		Internal
621941847403			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		01 Apr, 2025 06:41:24 PM	01 Apr, 2025 06:51:46 PM	28 Mar, 2025 02:55:31 PM	0:03:04		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621941847403	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	[redacted]	01 Apr, 2025 06:41:24 PM	01 Apr, 2025 06:51:46 PM	28 Mar, 2025 02:55:31 PM	0:03:04		Internal
621941847403			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 Apr, 2025 06:41:24 PM	01 Apr, 2025 06:51:46 PM	28 Mar, 2025 02:55:31 PM	0:03:04		Internal
621941847403			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 Apr, 2025 06:41:24 PM	01 Apr, 2025 06:51:46 PM	28 Mar, 2025 02:55:31 PM	0:03:04		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 Mar, 2025 11:23:37 PM	01 Apr, 2025 09:32:53 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 Mar, 2025 11:23:37 PM	01 Apr, 2025 09:32:53 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 Mar, 2025 11:23:37 PM	01 Apr, 2025 09:32:53 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 Mar, 2025 11:23:37 PM	01 Apr, 2025 09:32:53 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 Mar, 2025 11:23:37 PM	01 Apr, 2025 09:32:53 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 Mar, 2025 11:23:37 PM	01 Apr, 2025 09:32:53 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 Mar, 2025 11:23:37 PM	01 Apr, 2025 09:32:53 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 Mar, 2025 11:23:37 PM	01 Apr, 2025 09:32:53 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 Mar, 2025 11:23:37 PM	01 Apr, 2025 09:32:53 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 Mar, 2025 11:23:37 PM	01 Apr, 2025 09:32:53 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		31 Mar, 2025 11:23:37 PM	01 Apr, 2025 09:32:53 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 Mar, 2025 11:23:37 PM	01 Apr, 2025 09:32:53 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 Mar, 2025 11:23:37 PM	01 Apr, 2025 09:32:53 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 Mar, 2025 11:23:37 PM	01 Apr, 2025 09:32:53 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 Mar, 2025 11:23:37 PM	01 Apr, 2025 09:32:53 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 Mar, 2025 11:23:37 PM	01 Apr, 2025 09:32:53 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 Mar, 2025 11:23:37 PM	01 Apr, 2025 09:32:53 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 Mar, 2025 11:23:37 PM	01 Apr, 2025 09:32:53 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		31 Mar, 2025 11:23:37 PM	01 Apr, 2025 09:32:53 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 Mar, 2025 11:23:37 PM	01 Apr, 2025 09:32:53 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 Mar, 2025 11:23:37 PM	01 Apr, 2025 09:32:53 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 Mar, 2025 11:23:37 PM	01 Apr, 2025 09:32:53 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		31 Mar, 2025 11:23:37 PM	01 Apr, 2025 09:32:53 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 Mar, 2025 11:23:37 PM	01 Apr, 2025 09:32:53 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 Mar, 2025 11:23:37 PM	01 Apr, 2025 09:32:53 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 Mar, 2025 11:23:37 PM	01 Apr, 2025 09:32:53 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
621942277939			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Apr, 2025 03:53:55 PM	02 Apr, 2025 12:31:07 PM	01 Apr, 2025 02:03:04 PM	0:02:01		Internal
621942277939			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 Apr, 2025 03:53:55 PM	02 Apr, 2025 12:31:07 PM	01 Apr, 2025 02:03:04 PM	0:02:01		Internal
621942277939			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 Apr, 2025 03:53:55 PM	02 Apr, 2025 12:31:07 PM	01 Apr, 2025 02:03:04 PM	0:02:01		Internal
621942277939			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 Apr, 2025 03:53:55 PM	02 Apr, 2025 12:31:07 PM	01 Apr, 2025 02:03:04 PM	0:02:01		Internal
621942277939			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 Apr, 2025 03:53:55 PM	02 Apr, 2025 12:31:07 PM	01 Apr, 2025 02:03:04 PM	0:02:01		Internal
621942277939			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 Apr, 2025 03:53:55 PM	02 Apr, 2025 12:31:07 PM	01 Apr, 2025 02:03:04 PM	0:02:01		Internal
621942277939			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 Apr, 2025 03:53:55 PM	02 Apr, 2025 12:31:07 PM	01 Apr, 2025 02:03:04 PM	0:02:01		Internal
621942277939			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 Apr, 2025 03:53:55 PM	02 Apr, 2025 12:31:07 PM	01 Apr, 2025 02:03:04 PM	0:02:01		Internal
621942277939			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 Apr, 2025 03:53:55 PM	02 Apr, 2025 12:31:07 PM	01 Apr, 2025 02:03:04 PM	0:02:01		Internal
621942277939			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 Apr, 2025 03:53:55 PM	02 Apr, 2025 12:31:07 PM	01 Apr, 2025 02:03:04 PM	0:02:01		Internal
621942277939			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 Apr, 2025 03:53:55 PM	02 Apr, 2025 12:31:07 PM	01 Apr, 2025 02:03:04 PM	0:02:01		Internal
621942277939			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 Apr, 2025 03:53:55 PM	02 Apr, 2025 12:31:07 PM	01 Apr, 2025 02:03:04 PM	0:02:01		Internal
621942277939			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 Apr, 2025 03:53:55 PM	02 Apr, 2025 12:31:07 PM	01 Apr, 2025 02:03:04 PM	0:02:01		Internal
621942277939			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 Apr, 2025 03:53:55 PM	02 Apr, 2025 12:31:07 PM	01 Apr, 2025 02:03:04 PM	0:02:01		Internal
621942277939			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 Apr, 2025 03:53:55 PM	02 Apr, 2025 12:31:07 PM	01 Apr, 2025 02:03:04 PM	0:02:01		Internal
621942277939			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 Apr, 2025 03:53:55 PM	02 Apr, 2025 12:31:07 PM	01 Apr, 2025 02:03:04 PM	0:02:01		Internal
621942277939			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 Apr, 2025 03:53:55 PM	02 Apr, 2025 12:31:07 PM	01 Apr, 2025 02:03:04 PM	0:02:01		Internal
621942277939			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 Apr, 2025 03:53:55 PM	02 Apr, 2025 12:31:07 PM	01 Apr, 2025 02:03:04 PM	0:02:01		Internal
621942277939			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 Apr, 2025 03:53:55 PM	02 Apr, 2025 12:31:07 PM	01 Apr, 2025 02:03:04 PM	0:02:01		Internal
621942277939			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 Apr, 2025 03:53:55 PM	02 Apr, 2025 12:31:07 PM	01 Apr, 2025 02:03:04 PM	0:02:01		Internal
621942277939			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 Apr, 2025 03:53:55 PM	02 Apr, 2025 12:31:07 PM	01 Apr, 2025 02:03:04 PM	0:02:01		Internal
621942277939			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 Apr, 2025 03:53:55 PM	02 Apr, 2025 12:31:07 PM	01 Apr, 2025 02:03:04 PM	0:02:01		Internal
621942277939			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		01 Apr, 2025 03:53:55 PM	02 Apr, 2025 12:31:07 PM	01 Apr, 2025 02:03:04 PM	0:02:01		Internal
621942277939			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 Apr, 2025 03:53:55 PM	02 Apr, 2025 12:31:07 PM	01 Apr, 2025 02:03:04 PM	0:02:01		Internal
621942277939			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 Apr, 2025 03:53:55 PM	02 Apr, 2025 12:31:07 PM	01 Apr, 2025 02:03:04 PM	0:02:01		Internal

Master Contact		Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621942277939		CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 Apr, 2025 03:53:55 PM	02 Apr, 2025 12:31:07 PM	01 Apr, 2025 02:03:04 PM	0:02:01		Internal
597058916061		CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Apr, 2025 12:58:25 PM	02 Apr, 2025 01:02:27 PM	21 Mar, 2025 03:28:43 PM	0:02:05		Internal
597058916061		CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Apr, 2025 12:58:25 PM	02 Apr, 2025 01:02:27 PM	21 Mar, 2025 03:28:43 PM	0:02:05		Internal
597058916061		CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Apr, 2025 12:58:25 PM	02 Apr, 2025 01:02:27 PM	21 Mar, 2025 03:28:43 PM	0:02:05		Internal
597058916061		CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Apr, 2025 12:58:25 PM	02 Apr, 2025 01:02:27 PM	21 Mar, 2025 03:28:43 PM	0:02:05		Internal
597058916061		CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Apr, 2025 12:58:25 PM	02 Apr, 2025 01:02:27 PM	21 Mar, 2025 03:28:43 PM	0:02:05		Internal
597058916061		CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Apr, 2025 12:58:25 PM	02 Apr, 2025 01:02:27 PM	21 Mar, 2025 03:28:43 PM	0:02:05		Internal
597058916061		CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Apr, 2025 12:58:25 PM	02 Apr, 2025 01:02:27 PM	21 Mar, 2025 03:28:43 PM	0:02:05		Internal
597058916061		CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Apr, 2025 12:58:25 PM	02 Apr, 2025 01:02:27 PM	21 Mar, 2025 03:28:43 PM	0:02:05		Internal
597058916061		CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Apr, 2025 12:58:25 PM	02 Apr, 2025 01:02:27 PM	21 Mar, 2025 03:28:43 PM	0:02:05		Internal
597058916061		CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Apr, 2025 12:58:25 PM	02 Apr, 2025 01:02:27 PM	21 Mar, 2025 03:28:43 PM	0:02:05		Internal
597058916061		CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Apr, 2025 12:58:25 PM	02 Apr, 2025 01:02:27 PM	21 Mar, 2025 03:28:43 PM	0:02:05		Internal
597058916061		CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Apr, 2025 12:58:25 PM	02 Apr, 2025 01:02:27 PM	21 Mar, 2025 03:28:43 PM	0:02:05		Internal
597058916061		CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Apr, 2025 12:58:25 PM	02 Apr, 2025 01:02:27 PM	21 Mar, 2025 03:28:43 PM	0:02:05		Internal
597058916061		CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Apr, 2025 12:58:25 PM	02 Apr, 2025 01:02:27 PM	21 Mar, 2025 03:28:43 PM	0:02:05		Internal
597058916061		CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Apr, 2025 12:58:25 PM	02 Apr, 2025 01:02:27 PM	21 Mar, 2025 03:28:43 PM	0:02:05		Internal
597058916061		CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Apr, 2025 12:58:25 PM	02 Apr, 2025 01:02:27 PM	21 Mar, 2025 03:28:43 PM	0:02:05		Internal
597058916061		CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Apr, 2025 12:58:25 PM	02 Apr, 2025 01:02:27 PM	21 Mar, 2025 03:28:43 PM	0:02:05		Internal
597058916061		CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Apr, 2025 12:58:25 PM	02 Apr, 2025 01:02:27 PM	21 Mar, 2025 03:28:43 PM	0:02:05		Internal
597058916061		CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Apr, 2025 12:58:25 PM	02 Apr, 2025 01:02:27 PM	21 Mar, 2025 03:28:43 PM	0:02:05		Internal
597058916061		CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Apr, 2025 12:58:25 PM	02 Apr, 2025 01:02:27 PM	21 Mar, 2025 03:28:43 PM	0:02:05		Internal
597058916061		CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Apr, 2025 12:58:25 PM	02 Apr, 2025 01:02:27 PM	21 Mar, 2025 03:28:43 PM	0:02:05		Internal
597058916061		CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Apr, 2025 12:58:25 PM	02 Apr, 2025 01:02:27 PM	21 Mar, 2025 03:28:43 PM	0:02:05		Internal
597058916061		CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		02 Apr, 2025 12:58:25 PM	02 Apr, 2025 01:02:27 PM	21 Mar, 2025 03:28:43 PM	0:02:05		Internal
597058916061		CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Apr, 2025 12:58:25 PM	02 Apr, 2025 01:02:27 PM	21 Mar, 2025 03:28:43 PM	0:02:05		Internal
597058916061		CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Apr, 2025 12:58:25 PM	02 Apr, 2025 01:02:27 PM	21 Mar, 2025 03:28:43 PM	0:02:05		Internal
597058916061		CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Apr, 2025 12:58:25 PM	02 Apr, 2025 01:02:27 PM	21 Mar, 2025 03:28:43 PM	0:02:05		Internal
621942264870		CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Apr, 2025 10:31:58 AM	02 Apr, 2025 01:27:28 PM	01 Apr, 2025 01:25:07 PM	0:05:30		Internal
621942264870		CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Apr, 2025 10:31:58 AM	02 Apr, 2025 01:27:28 PM	01 Apr, 2025 01:25:07 PM	0:05:30		Internal
621942264870		CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Apr, 2025 10:31:58 AM	02 Apr, 2025 01:27:28 PM	01 Apr, 2025 01:25:07 PM	0:05:30		Internal
621942264870		CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Apr, 2025 10:31:58 AM	02 Apr, 2025 01:27:28 PM	01 Apr, 2025 01:25:07 PM	0:05:30		Internal
621942264870		CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Apr, 2025 10:31:58 AM	02 Apr, 2025 01:27:28 PM	01 Apr, 2025 01:25:07 PM	0:05:30		Internal
621942264870		CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Apr, 2025 10:31:58 AM	02 Apr, 2025 01:27:28 PM	01 Apr, 2025 01:25:07 PM	0:05:30		Internal
621942264870		CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Apr, 2025 10:31:58 AM	02 Apr, 2025 01:27:28 PM	01 Apr, 2025 01:25:07 PM	0:05:30		Internal
621942264870		CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Apr, 2025 10:31:58 AM	02 Apr, 2025 01:27:28 PM	01 Apr, 2025 01:25:07 PM	0:05:30		Internal
621942264870		CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Apr, 2025 10:31:58 AM	02 Apr, 2025 01:27:28 PM	01 Apr, 2025 01:25:07 PM	0:05:30		Internal
621942264870		CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Apr, 2025 10:31:58 AM	02 Apr, 2025 01:27:28 PM	01 Apr, 2025 01:25:07 PM	0:05:30		Internal
621942264870		CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Apr, 2025 10:31:58 AM	02 Apr, 2025 01:27:28 PM	01 Apr, 2025 01:25:07 PM	0:05:30		Internal
621942264870		CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Apr, 2025 10:31:58 AM	02 Apr, 2025 01:27:28 PM	01 Apr, 2025 01:25:07 PM	0:05:30		Internal
621942264870		CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Apr, 2025 10:31:58 AM	02 Apr, 2025 01:27:28 PM	01 Apr, 2025 01:25:07 PM	0:05:30		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621942264870	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	[redacted]	02 Apr, 2025 10:31:58 AM	02 Apr, 2025 01:27:28 PM	01 Apr, 2025 01:25:07 PM	0:05:30		Internal
621942264870			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Apr, 2025 10:31:58 AM	02 Apr, 2025 01:27:28 PM	01 Apr, 2025 01:25:07 PM	0:05:30		Internal
621942264870			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Apr, 2025 10:31:58 AM	02 Apr, 2025 01:27:28 PM	01 Apr, 2025 01:25:07 PM	0:05:30		Internal
621942264870			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Apr, 2025 10:31:58 AM	02 Apr, 2025 01:27:28 PM	01 Apr, 2025 01:25:07 PM	0:05:30		Internal
621942264870			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Apr, 2025 10:31:58 AM	02 Apr, 2025 01:27:28 PM	01 Apr, 2025 01:25:07 PM	0:05:30		Internal
621942264870			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Apr, 2025 10:31:58 AM	02 Apr, 2025 01:27:28 PM	01 Apr, 2025 01:25:07 PM	0:05:30		Internal
621942264870			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Apr, 2025 10:31:58 AM	02 Apr, 2025 01:27:28 PM	01 Apr, 2025 01:25:07 PM	0:05:30		Internal
621942264870			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Apr, 2025 10:31:58 AM	02 Apr, 2025 01:27:28 PM	01 Apr, 2025 01:25:07 PM	0:05:30		Internal
621942264870			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Apr, 2025 10:31:58 AM	02 Apr, 2025 01:27:28 PM	01 Apr, 2025 01:25:07 PM	0:05:30		Internal
621942264870			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		02 Apr, 2025 10:31:58 AM	02 Apr, 2025 01:27:28 PM	01 Apr, 2025 01:25:07 PM	0:05:30		Internal
621942264870			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Apr, 2025 10:31:58 AM	02 Apr, 2025 01:27:28 PM	01 Apr, 2025 01:25:07 PM	0:05:30		Internal
621942264870			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Apr, 2025 10:31:58 AM	02 Apr, 2025 01:27:28 PM	01 Apr, 2025 01:25:07 PM	0:05:30		Internal
621942264870			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Apr, 2025 10:31:58 AM	02 Apr, 2025 01:27:28 PM	01 Apr, 2025 01:25:07 PM	0:05:30		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 Mar, 2025 11:23:37 PM	02 Apr, 2025 01:30:14 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 Mar, 2025 11:23:37 PM	02 Apr, 2025 01:30:14 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 Mar, 2025 11:23:37 PM	02 Apr, 2025 01:30:14 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 Mar, 2025 11:23:37 PM	02 Apr, 2025 01:30:14 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 Mar, 2025 11:23:37 PM	02 Apr, 2025 01:30:14 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 Mar, 2025 11:23:37 PM	02 Apr, 2025 01:30:14 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 Mar, 2025 11:23:37 PM	02 Apr, 2025 01:30:14 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 Mar, 2025 11:23:37 PM	02 Apr, 2025 01:30:14 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 Mar, 2025 11:23:37 PM	02 Apr, 2025 01:30:14 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 Mar, 2025 11:23:37 PM	02 Apr, 2025 01:30:14 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		31 Mar, 2025 11:23:37 PM	02 Apr, 2025 01:30:14 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 Mar, 2025 11:23:37 PM	02 Apr, 2025 01:30:14 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 Mar, 2025 11:23:37 PM	02 Apr, 2025 01:30:14 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 Mar, 2025 11:23:37 PM	02 Apr, 2025 01:30:14 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 Mar, 2025 11:23:37 PM	02 Apr, 2025 01:30:14 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 Mar, 2025 11:23:37 PM	02 Apr, 2025 01:30:14 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 Mar, 2025 11:23:37 PM	02 Apr, 2025 01:30:14 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 Mar, 2025 11:23:37 PM	02 Apr, 2025 01:30:14 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		31 Mar, 2025 11:23:37 PM	02 Apr, 2025 01:30:14 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 Mar, 2025 11:23:37 PM	02 Apr, 2025 01:30:14 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 Mar, 2025 11:23:37 PM	02 Apr, 2025 01:30:14 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 Mar, 2025 11:23:37 PM	02 Apr, 2025 01:30:14 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		31 Mar, 2025 11:23:37 PM	02 Apr, 2025 01:30:14 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 Mar, 2025 11:23:37 PM	02 Apr, 2025 01:30:14 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 Mar, 2025 11:23:37 PM	02 Apr, 2025 01:30:14 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 Mar, 2025 11:23:37 PM	02 Apr, 2025 01:30:14 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
621942210355			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Apr, 2025 01:23:27 PM	02 Apr, 2025 01:34:17 PM	31 Mar, 2025 09:20:19 PM	0:04:12		Internal
621942210355			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Apr, 2025 01:23:27 PM	02 Apr, 2025 01:34:17 PM	31 Mar, 2025 09:20:19 PM	0:04:12		Internal
621942210355			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Apr, 2025 01:23:27 PM	02 Apr, 2025 01:34:17 PM	31 Mar, 2025 09:20:19 PM	0:04:12		Internal
621942210355			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Apr, 2025 01:23:27 PM	02 Apr, 2025 01:34:17 PM	31 Mar, 2025 09:20:19 PM	0:04:12		Internal
621942210355			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Apr, 2025 01:23:27 PM	02 Apr, 2025 01:34:17 PM	31 Mar, 2025 09:20:19 PM	0:04:12		Internal
621942210355			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Apr, 2025 01:23:27 PM	02 Apr, 2025 01:34:17 PM	31 Mar, 2025 09:20:19 PM	0:04:12		Internal
621942210355			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Apr, 2025 01:23:27 PM	02 Apr, 2025 01:34:17 PM	31 Mar, 2025 09:20:19 PM	0:04:12		Internal
621942210355			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Apr, 2025 01:23:27 PM	02 Apr, 2025 01:34:17 PM	31 Mar, 2025 09:20:19 PM	0:04:12		Internal
621942210355			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Apr, 2025 01:23:27 PM	02 Apr, 2025 01:34:17 PM	31 Mar, 2025 09:20:19 PM	0:04:12		Internal
621942210355			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Apr, 2025 01:23:27 PM	02 Apr, 2025 01:34:17 PM	31 Mar, 2025 09:20:19 PM	0:04:12		Internal
621942210355			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Apr, 2025 01:23:27 PM	02 Apr, 2025 01:34:17 PM	31 Mar, 2025 09:20:19 PM	0:04:12		Internal
621942210355			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Apr, 2025 01:23:27 PM	02 Apr, 2025 01:34:17 PM	31 Mar, 2025 09:20:19 PM	0:04:12		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621942210355	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	[redacted]	02 Apr, 2025 01:23:27 PM	02 Apr, 2025 01:34:17 PM	31 Mar, 2025 09:20:19 PM	0:04:12		Internal
621942210355			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Apr, 2025 01:23:27 PM	02 Apr, 2025 01:34:17 PM	31 Mar, 2025 09:20:19 PM	0:04:12		Internal
621942210355			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Apr, 2025 01:23:27 PM	02 Apr, 2025 01:34:17 PM	31 Mar, 2025 09:20:19 PM	0:04:12		Internal
621942210355			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Apr, 2025 01:23:27 PM	02 Apr, 2025 01:34:17 PM	31 Mar, 2025 09:20:19 PM	0:04:12		Internal
621942210355			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Apr, 2025 01:23:27 PM	02 Apr, 2025 01:34:17 PM	31 Mar, 2025 09:20:19 PM	0:04:12		Internal
621942210355			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Apr, 2025 01:23:27 PM	02 Apr, 2025 01:34:17 PM	31 Mar, 2025 09:20:19 PM	0:04:12		Internal
621942210355			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Apr, 2025 01:23:27 PM	02 Apr, 2025 01:34:17 PM	31 Mar, 2025 09:20:19 PM	0:04:12		Internal
621942210355			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Apr, 2025 01:23:27 PM	02 Apr, 2025 01:34:17 PM	31 Mar, 2025 09:20:19 PM	0:04:12		Internal
621942210355			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Apr, 2025 01:23:27 PM	02 Apr, 2025 01:34:17 PM	31 Mar, 2025 09:20:19 PM	0:04:12		Internal
621942210355			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Apr, 2025 01:23:27 PM	02 Apr, 2025 01:34:17 PM	31 Mar, 2025 09:20:19 PM	0:04:12		Internal
621942210355			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		02 Apr, 2025 01:23:27 PM	02 Apr, 2025 01:34:17 PM	31 Mar, 2025 09:20:19 PM	0:04:12		Internal
621942210355			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Apr, 2025 01:23:27 PM	02 Apr, 2025 01:34:17 PM	31 Mar, 2025 09:20:19 PM	0:04:12		Internal
621942210355			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Apr, 2025 01:23:27 PM	02 Apr, 2025 01:34:17 PM	31 Mar, 2025 09:20:19 PM	0:04:12		Internal
621942210355			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Apr, 2025 01:23:27 PM	02 Apr, 2025 01:34:17 PM	31 Mar, 2025 09:20:19 PM	0:04:12		Internal
621942296442			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Apr, 2025 04:05:06 PM	02 Apr, 2025 01:37:12 PM	01 Apr, 2025 03:05:06 PM	0:03:23		Internal
621942296442			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 Apr, 2025 04:05:06 PM	02 Apr, 2025 01:37:12 PM	01 Apr, 2025 03:05:06 PM	0:03:23		Internal
621942296442			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 Apr, 2025 04:05:06 PM	02 Apr, 2025 01:37:12 PM	01 Apr, 2025 03:05:06 PM	0:03:23		Internal
621942296442			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 Apr, 2025 04:05:06 PM	02 Apr, 2025 01:37:12 PM	01 Apr, 2025 03:05:06 PM	0:03:23		Internal
621942296442			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 Apr, 2025 04:05:06 PM	02 Apr, 2025 01:37:12 PM	01 Apr, 2025 03:05:06 PM	0:03:23		Internal
621942296442			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 Apr, 2025 04:05:06 PM	02 Apr, 2025 01:37:12 PM	01 Apr, 2025 03:05:06 PM	0:03:23		Internal
621942296442			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 Apr, 2025 04:05:06 PM	02 Apr, 2025 01:37:12 PM	01 Apr, 2025 03:05:06 PM	0:03:23		Internal
621942296442			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 Apr, 2025 04:05:06 PM	02 Apr, 2025 01:37:12 PM	01 Apr, 2025 03:05:06 PM	0:03:23		Internal
621942296442			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 Apr, 2025 04:05:06 PM	02 Apr, 2025 01:37:12 PM	01 Apr, 2025 03:05:06 PM	0:03:23		Internal
621942296442			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 Apr, 2025 04:05:06 PM	02 Apr, 2025 01:37:12 PM	01 Apr, 2025 03:05:06 PM	0:03:23		Internal
621942296442			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 Apr, 2025 04:05:06 PM	02 Apr, 2025 01:37:12 PM	01 Apr, 2025 03:05:06 PM	0:03:23		Internal
621942296442			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 Apr, 2025 04:05:06 PM	02 Apr, 2025 01:37:12 PM	01 Apr, 2025 03:05:06 PM	0:03:23		Internal
621942296442			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 Apr, 2025 04:05:06 PM	02 Apr, 2025 01:37:12 PM	01 Apr, 2025 03:05:06 PM	0:03:23		Internal
621942296442			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 Apr, 2025 04:05:06 PM	02 Apr, 2025 01:37:12 PM	01 Apr, 2025 03:05:06 PM	0:03:23		Internal
621942296442			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 Apr, 2025 04:05:06 PM	02 Apr, 2025 01:37:12 PM	01 Apr, 2025 03:05:06 PM	0:03:23		Internal
621942296442			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 Apr, 2025 04:05:06 PM	02 Apr, 2025 01:37:12 PM	01 Apr, 2025 03:05:06 PM	0:03:23		Internal
621942296442			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 Apr, 2025 04:05:06 PM	02 Apr, 2025 01:37:12 PM	01 Apr, 2025 03:05:06 PM	0:03:23		Internal
621942296442			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 Apr, 2025 04:05:06 PM	02 Apr, 2025 01:37:12 PM	01 Apr, 2025 03:05:06 PM	0:03:23		Internal
621942296442			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 Apr, 2025 04:05:06 PM	02 Apr, 2025 01:37:12 PM	01 Apr, 2025 03:05:06 PM	0:03:23		Internal
621942296442			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 Apr, 2025 04:05:06 PM	02 Apr, 2025 01:37:12 PM	01 Apr, 2025 03:05:06 PM	0:03:23		Internal
621942296442			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 Apr, 2025 04:05:06 PM	02 Apr, 2025 01:37:12 PM	01 Apr, 2025 03:05:06 PM	0:03:23		Internal
621942296442			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 Apr, 2025 04:05:06 PM	02 Apr, 2025 01:37:12 PM	01 Apr, 2025 03:05:06 PM	0:03:23		Internal
621942296442			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		01 Apr, 2025 04:05:06 PM	02 Apr, 2025 01:37:12 PM	01 Apr, 2025 03:05:06 PM	0:03:23		Internal
621942296442			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 Apr, 2025 04:05:06 PM	02 Apr, 2025 01:37:12 PM	01 Apr, 2025 03:05:06 PM	0:03:23		Internal
621942296442			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 Apr, 2025 04:05:06 PM	02 Apr, 2025 01:37:12 PM	01 Apr, 2025 03:05:06 PM	0:03:23		Internal
621942296442			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 Apr, 2025 04:05:06 PM	02 Apr, 2025 01:37:12 PM	01 Apr, 2025 03:05:06 PM	0:03:23		Internal
621942355293			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Apr, 2025 12:34:09 PM	02 Apr, 2025 01:41:05 PM	01 Apr, 2025 05:53:18 PM	0:04:42		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621942355293	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	[redacted]	02 Apr, 2025 12:34:09 PM	02 Apr, 2025 01:41:05 PM	01 Apr, 2025 05:53:18 PM	0:04:42		Internal
621942355293			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Apr, 2025 12:34:09 PM	02 Apr, 2025 01:41:05 PM	01 Apr, 2025 05:53:18 PM	0:04:42		Internal
621942355293			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Apr, 2025 12:34:09 PM	02 Apr, 2025 01:41:05 PM	01 Apr, 2025 05:53:18 PM	0:04:42		Internal
621942355293			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Apr, 2025 12:34:09 PM	02 Apr, 2025 01:41:05 PM	01 Apr, 2025 05:53:18 PM	0:04:42		Internal
621942355293			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Apr, 2025 12:34:09 PM	02 Apr, 2025 01:41:05 PM	01 Apr, 2025 05:53:18 PM	0:04:42		Internal
621942355293			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Apr, 2025 12:34:09 PM	02 Apr, 2025 01:41:05 PM	01 Apr, 2025 05:53:18 PM	0:04:42		Internal
621942355293			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Apr, 2025 12:34:09 PM	02 Apr, 2025 01:41:05 PM	01 Apr, 2025 05:53:18 PM	0:04:42		Internal
621942355293			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Apr, 2025 12:34:09 PM	02 Apr, 2025 01:41:05 PM	01 Apr, 2025 05:53:18 PM	0:04:42		Internal
621942355293			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Apr, 2025 12:34:09 PM	02 Apr, 2025 01:41:05 PM	01 Apr, 2025 05:53:18 PM	0:04:42		Internal
621942355293			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Apr, 2025 12:34:09 PM	02 Apr, 2025 01:41:05 PM	01 Apr, 2025 05:53:18 PM	0:04:42		Internal
621942355293			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Apr, 2025 12:34:09 PM	02 Apr, 2025 01:41:05 PM	01 Apr, 2025 05:53:18 PM	0:04:42		Internal
621942355293			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Apr, 2025 12:34:09 PM	02 Apr, 2025 01:41:05 PM	01 Apr, 2025 05:53:18 PM	0:04:42		Internal
621942355293			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Apr, 2025 12:34:09 PM	02 Apr, 2025 01:41:05 PM	01 Apr, 2025 05:53:18 PM	0:04:42		Internal
621942355293			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Apr, 2025 12:34:09 PM	02 Apr, 2025 01:41:05 PM	01 Apr, 2025 05:53:18 PM	0:04:42		Internal
621942355293			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Apr, 2025 12:34:09 PM	02 Apr, 2025 01:41:05 PM	01 Apr, 2025 05:53:18 PM	0:04:42		Internal
621942355293			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Apr, 2025 12:34:09 PM	02 Apr, 2025 01:41:05 PM	01 Apr, 2025 05:53:18 PM	0:04:42		Internal
621942355293			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Apr, 2025 12:34:09 PM	02 Apr, 2025 01:41:05 PM	01 Apr, 2025 05:53:18 PM	0:04:42		Internal
621942355293			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Apr, 2025 12:34:09 PM	02 Apr, 2025 01:41:05 PM	01 Apr, 2025 05:53:18 PM	0:04:42		Internal
621942355293			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Apr, 2025 12:34:09 PM	02 Apr, 2025 01:41:05 PM	01 Apr, 2025 05:53:18 PM	0:04:42		Internal
621942355293			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Apr, 2025 12:34:09 PM	02 Apr, 2025 01:41:05 PM	01 Apr, 2025 05:53:18 PM	0:04:42		Internal
621942355293			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Apr, 2025 12:34:09 PM	02 Apr, 2025 01:41:05 PM	01 Apr, 2025 05:53:18 PM	0:04:42		Internal
621942355293			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		02 Apr, 2025 12:34:09 PM	02 Apr, 2025 01:41:05 PM	01 Apr, 2025 05:53:18 PM	0:04:42		Internal
621942355293			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Apr, 2025 12:34:09 PM	02 Apr, 2025 01:41:05 PM	01 Apr, 2025 05:53:18 PM	0:04:42		Internal
621942355293			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Apr, 2025 12:34:09 PM	02 Apr, 2025 01:41:05 PM	01 Apr, 2025 05:53:18 PM	0:04:42		Internal
621942355293			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Apr, 2025 12:34:09 PM	02 Apr, 2025 01:41:05 PM	01 Apr, 2025 05:53:18 PM	0:04:42		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 Mar, 2025 11:23:37 PM	02 Apr, 2025 01:54:08 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 Mar, 2025 11:23:37 PM	02 Apr, 2025 01:54:08 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 Mar, 2025 11:23:37 PM	02 Apr, 2025 01:54:08 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 Mar, 2025 11:23:37 PM	02 Apr, 2025 01:54:08 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 Mar, 2025 11:23:37 PM	02 Apr, 2025 01:54:08 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 Mar, 2025 11:23:37 PM	02 Apr, 2025 01:54:08 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 Mar, 2025 11:23:37 PM	02 Apr, 2025 01:54:08 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 Mar, 2025 11:23:37 PM	02 Apr, 2025 01:54:08 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 Mar, 2025 11:23:37 PM	02 Apr, 2025 01:54:08 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 Mar, 2025 11:23:37 PM	02 Apr, 2025 01:54:08 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		31 Mar, 2025 11:23:37 PM	02 Apr, 2025 01:54:08 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 Mar, 2025 11:23:37 PM	02 Apr, 2025 01:54:08 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 Mar, 2025 11:23:37 PM	02 Apr, 2025 01:54:08 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 Mar, 2025 11:23:37 PM	02 Apr, 2025 01:54:08 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 Mar, 2025 11:23:37 PM	02 Apr, 2025 01:54:08 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 Mar, 2025 11:23:37 PM	02 Apr, 2025 01:54:08 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597058239021	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	[redacted]	31 Mar, 2025 11:23:37 PM	02 Apr, 2025 01:54:08 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 Mar, 2025 11:23:37 PM	02 Apr, 2025 01:54:08 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		31 Mar, 2025 11:23:37 PM	02 Apr, 2025 01:54:08 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 Mar, 2025 11:23:37 PM	02 Apr, 2025 01:54:08 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 Mar, 2025 11:23:37 PM	02 Apr, 2025 01:54:08 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 Mar, 2025 11:23:37 PM	02 Apr, 2025 01:54:08 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		31 Mar, 2025 11:23:37 PM	02 Apr, 2025 01:54:08 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 Mar, 2025 11:23:37 PM	02 Apr, 2025 01:54:08 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 Mar, 2025 11:23:37 PM	02 Apr, 2025 01:54:08 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 Mar, 2025 11:23:37 PM	02 Apr, 2025 01:54:08 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 Mar, 2025 11:23:37 PM	02 Apr, 2025 02:38:15 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 Mar, 2025 11:23:37 PM	02 Apr, 2025 02:38:15 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 Mar, 2025 11:23:37 PM	02 Apr, 2025 02:38:15 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 Mar, 2025 11:23:37 PM	02 Apr, 2025 02:38:15 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 Mar, 2025 11:23:37 PM	02 Apr, 2025 02:38:15 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 Mar, 2025 11:23:37 PM	02 Apr, 2025 02:38:15 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 Mar, 2025 11:23:37 PM	02 Apr, 2025 02:38:15 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 Mar, 2025 11:23:37 PM	02 Apr, 2025 02:38:15 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 Mar, 2025 11:23:37 PM	02 Apr, 2025 02:38:15 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 Mar, 2025 11:23:37 PM	02 Apr, 2025 02:38:15 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		31 Mar, 2025 11:23:37 PM	02 Apr, 2025 02:38:15 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 Mar, 2025 11:23:37 PM	02 Apr, 2025 02:38:15 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 Mar, 2025 11:23:37 PM	02 Apr, 2025 02:38:15 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 Mar, 2025 11:23:37 PM	02 Apr, 2025 02:38:15 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 Mar, 2025 11:23:37 PM	02 Apr, 2025 02:38:15 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 Mar, 2025 11:23:37 PM	02 Apr, 2025 02:38:15 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 Mar, 2025 11:23:37 PM	02 Apr, 2025 02:38:15 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 Mar, 2025 11:23:37 PM	02 Apr, 2025 02:38:15 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		31 Mar, 2025 11:23:37 PM	02 Apr, 2025 02:38:15 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 Mar, 2025 11:23:37 PM	02 Apr, 2025 02:38:15 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 Mar, 2025 11:23:37 PM	02 Apr, 2025 02:38:15 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 Mar, 2025 11:23:37 PM	02 Apr, 2025 02:38:15 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		31 Mar, 2025 11:23:37 PM	02 Apr, 2025 02:38:15 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 Mar, 2025 11:23:37 PM	02 Apr, 2025 02:38:15 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 Mar, 2025 11:23:37 PM	02 Apr, 2025 02:38:15 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
597058239021			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 Mar, 2025 11:23:37 PM	02 Apr, 2025 02:38:15 PM	17 Mar, 2025 02:55:05 PM	0:03:35		Internal
621942378464			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Apr, 2025 03:27:32 PM	02 Apr, 2025 03:32:33 PM	01 Apr, 2025 07:07:45 PM	0:03:27		Internal
621942378464			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Apr, 2025 03:27:32 PM	02 Apr, 2025 03:32:33 PM	01 Apr, 2025 07:07:45 PM	0:03:27		Internal
621942378464			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Apr, 2025 03:27:32 PM	02 Apr, 2025 03:32:33 PM	01 Apr, 2025 07:07:45 PM	0:03:27		Internal
621942378464			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Apr, 2025 03:27:32 PM	02 Apr, 2025 03:32:33 PM	01 Apr, 2025 07:07:45 PM	0:03:27		Internal
621942378464			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Apr, 2025 03:27:32 PM	02 Apr, 2025 03:32:33 PM	01 Apr, 2025 07:07:45 PM	0:03:27		Internal
621942378464			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Apr, 2025 03:27:32 PM	02 Apr, 2025 03:32:33 PM	01 Apr, 2025 07:07:45 PM	0:03:27		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621942378464	[redacted]		CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	02 Apr, 2025 03:27:32 PM	02 Apr, 2025 03:32:33 PM	01 Apr, 2025 07:07:45 PM	0:03:27		Internal
621942378464			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Apr, 2025 03:27:32 PM	02 Apr, 2025 03:32:33 PM	01 Apr, 2025 07:07:45 PM	0:03:27		Internal
621942378464			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Apr, 2025 03:27:32 PM	02 Apr, 2025 03:32:33 PM	01 Apr, 2025 07:07:45 PM	0:03:27		Internal
621942378464			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Apr, 2025 03:27:32 PM	02 Apr, 2025 03:32:33 PM	01 Apr, 2025 07:07:45 PM	0:03:27		Internal
621942378464			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Apr, 2025 03:27:32 PM	02 Apr, 2025 03:32:33 PM	01 Apr, 2025 07:07:45 PM	0:03:27		Internal
621942378464			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Apr, 2025 03:27:32 PM	02 Apr, 2025 03:32:33 PM	01 Apr, 2025 07:07:45 PM	0:03:27		Internal
621942378464			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Apr, 2025 03:27:32 PM	02 Apr, 2025 03:32:33 PM	01 Apr, 2025 07:07:45 PM	0:03:27		Internal
621942378464			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Apr, 2025 03:27:32 PM	02 Apr, 2025 03:32:33 PM	01 Apr, 2025 07:07:45 PM	0:03:27		Internal
621942378464			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Apr, 2025 03:27:32 PM	02 Apr, 2025 03:32:33 PM	01 Apr, 2025 07:07:45 PM	0:03:27		Internal
621942378464			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Apr, 2025 03:27:32 PM	02 Apr, 2025 03:32:33 PM	01 Apr, 2025 07:07:45 PM	0:03:27		Internal
621942378464			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Apr, 2025 03:27:32 PM	02 Apr, 2025 03:32:33 PM	01 Apr, 2025 07:07:45 PM	0:03:27		Internal
621942378464			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Apr, 2025 03:27:32 PM	02 Apr, 2025 03:32:33 PM	01 Apr, 2025 07:07:45 PM	0:03:27		Internal
621942378464			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Apr, 2025 03:27:32 PM	02 Apr, 2025 03:32:33 PM	01 Apr, 2025 07:07:45 PM	0:03:27		Internal
621942378464			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Apr, 2025 03:27:32 PM	02 Apr, 2025 03:32:33 PM	01 Apr, 2025 07:07:45 PM	0:03:27		Internal
621942378464			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Apr, 2025 03:27:32 PM	02 Apr, 2025 03:32:33 PM	01 Apr, 2025 07:07:45 PM	0:03:27		Internal
621942378464			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Apr, 2025 03:27:32 PM	02 Apr, 2025 03:32:33 PM	01 Apr, 2025 07:07:45 PM	0:03:27		Internal
621942378464			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		02 Apr, 2025 03:27:32 PM	02 Apr, 2025 03:32:33 PM	01 Apr, 2025 07:07:45 PM	0:03:27		Internal
621942378464			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Apr, 2025 03:27:32 PM	02 Apr, 2025 03:32:33 PM	01 Apr, 2025 07:07:45 PM	0:03:27		Internal
621942378464			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Apr, 2025 03:27:32 PM	02 Apr, 2025 03:32:33 PM	01 Apr, 2025 07:07:45 PM	0:03:27		Internal
621942378464			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Apr, 2025 03:27:32 PM	02 Apr, 2025 03:32:33 PM	01 Apr, 2025 07:07:45 PM	0:03:27		Internal
621942205873			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Apr, 2025 02:32:15 PM	02 Apr, 2025 04:07:08 PM	31 Mar, 2025 08:55:42 PM	0:02:30		Internal
621942205873			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 Apr, 2025 02:32:15 PM	02 Apr, 2025 04:07:08 PM	31 Mar, 2025 08:55:42 PM	0:02:30		Internal
621942205873			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 Apr, 2025 02:32:15 PM	02 Apr, 2025 04:07:08 PM	31 Mar, 2025 08:55:42 PM	0:02:30		Internal
621942205873			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 Apr, 2025 02:32:15 PM	02 Apr, 2025 04:07:08 PM	31 Mar, 2025 08:55:42 PM	0:02:30		Internal
621942205873			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 Apr, 2025 02:32:15 PM	02 Apr, 2025 04:07:08 PM	31 Mar, 2025 08:55:42 PM	0:02:30		Internal
621942205873			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 Apr, 2025 02:32:15 PM	02 Apr, 2025 04:07:08 PM	31 Mar, 2025 08:55:42 PM	0:02:30		Internal
621942205873			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 Apr, 2025 02:32:15 PM	02 Apr, 2025 04:07:08 PM	31 Mar, 2025 08:55:42 PM	0:02:30		Internal
621942205873			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 Apr, 2025 02:32:15 PM	02 Apr, 2025 04:07:08 PM	31 Mar, 2025 08:55:42 PM	0:02:30		Internal
621942205873			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 Apr, 2025 02:32:15 PM	02 Apr, 2025 04:07:08 PM	31 Mar, 2025 08:55:42 PM	0:02:30		Internal
621942205873			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 Apr, 2025 02:32:15 PM	02 Apr, 2025 04:07:08 PM	31 Mar, 2025 08:55:42 PM	0:02:30		Internal
621942205873			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 Apr, 2025 02:32:15 PM	02 Apr, 2025 04:07:08 PM	31 Mar, 2025 08:55:42 PM	0:02:30		Internal
621942205873			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 Apr, 2025 02:32:15 PM	02 Apr, 2025 04:07:08 PM	31 Mar, 2025 08:55:42 PM	0:02:30		Internal
621942205873			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 Apr, 2025 02:32:15 PM	02 Apr, 2025 04:07:08 PM	31 Mar, 2025 08:55:42 PM	0:02:30		Internal
621942205873			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 Apr, 2025 02:32:15 PM	02 Apr, 2025 04:07:08 PM	31 Mar, 2025 08:55:42 PM	0:02:30		Internal
621942205873			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 Apr, 2025 02:32:15 PM	02 Apr, 2025 04:07:08 PM	31 Mar, 2025 08:55:42 PM	0:02:30		Internal
621942205873			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 Apr, 2025 02:32:15 PM	02 Apr, 2025 04:07:08 PM	31 Mar, 2025 08:55:42 PM	0:02:30		Internal
621942205873			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 Apr, 2025 02:32:15 PM	02 Apr, 2025 04:07:08 PM	31 Mar, 2025 08:55:42 PM	0:02:30		Internal
621942205873			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 Apr, 2025 02:32:15 PM	02 Apr, 2025 04:07:08 PM	31 Mar, 2025 08:55:42 PM	0:02:30		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621942205873	[redacted]	[redacted]	CTE_Res_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	01 Apr, 2025 02:32:15 PM	02 Apr, 2025 04:07:08 PM	31 Mar, 2025 08:55:42 PM	0:02:30		Internal
621942205873			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 Apr, 2025 02:32:15 PM	02 Apr, 2025 04:07:08 PM	31 Mar, 2025 08:55:42 PM	0:02:30		Internal
621942205873			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 Apr, 2025 02:32:15 PM	02 Apr, 2025 04:07:08 PM	31 Mar, 2025 08:55:42 PM	0:02:30		Internal
621942205873			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 Apr, 2025 02:32:15 PM	02 Apr, 2025 04:07:08 PM	31 Mar, 2025 08:55:42 PM	0:02:30		Internal
621942205873			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		01 Apr, 2025 02:32:15 PM	02 Apr, 2025 04:07:08 PM	31 Mar, 2025 08:55:42 PM	0:02:30		Internal
621942205873			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 Apr, 2025 02:32:15 PM	02 Apr, 2025 04:07:08 PM	31 Mar, 2025 08:55:42 PM	0:02:30		Internal
621942205873			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 Apr, 2025 02:32:15 PM	02 Apr, 2025 04:07:08 PM	31 Mar, 2025 08:55:42 PM	0:02:30		Internal
621942205873			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 Apr, 2025 02:32:15 PM	02 Apr, 2025 04:07:08 PM	31 Mar, 2025 08:55:42 PM	0:02:30		Internal
621942455140			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Apr, 2025 04:18:35 PM	02 Apr, 2025 04:34:39 PM	02 Apr, 2025 12:45:48 PM	0:06:55		Internal
621942455140			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Apr, 2025 04:18:35 PM	02 Apr, 2025 04:34:39 PM	02 Apr, 2025 12:45:48 PM	0:06:55		Internal
621942455140			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Apr, 2025 04:18:35 PM	02 Apr, 2025 04:34:39 PM	02 Apr, 2025 12:45:48 PM	0:06:55		Internal
621942455140			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Apr, 2025 04:18:35 PM	02 Apr, 2025 04:34:39 PM	02 Apr, 2025 12:45:48 PM	0:06:55		Internal
621942455140			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Apr, 2025 04:18:35 PM	02 Apr, 2025 04:34:39 PM	02 Apr, 2025 12:45:48 PM	0:06:55		Internal
621942455140			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Apr, 2025 04:18:35 PM	02 Apr, 2025 04:34:39 PM	02 Apr, 2025 12:45:48 PM	0:06:55		Internal
621942455140			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Apr, 2025 04:18:35 PM	02 Apr, 2025 04:34:39 PM	02 Apr, 2025 12:45:48 PM	0:06:55		Internal
621942455140			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Apr, 2025 04:18:35 PM	02 Apr, 2025 04:34:39 PM	02 Apr, 2025 12:45:48 PM	0:06:55		Internal
621942455140			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Apr, 2025 04:18:35 PM	02 Apr, 2025 04:34:39 PM	02 Apr, 2025 12:45:48 PM	0:06:55		Internal
621942455140			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Apr, 2025 04:18:35 PM	02 Apr, 2025 04:34:39 PM	02 Apr, 2025 12:45:48 PM	0:06:55		Internal
621942455140			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Apr, 2025 04:18:35 PM	02 Apr, 2025 04:34:39 PM	02 Apr, 2025 12:45:48 PM	0:06:55		Internal
621942455140			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Apr, 2025 04:18:35 PM	02 Apr, 2025 04:34:39 PM	02 Apr, 2025 12:45:48 PM	0:06:55		Internal
621942455140			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Apr, 2025 04:18:35 PM	02 Apr, 2025 04:34:39 PM	02 Apr, 2025 12:45:48 PM	0:06:55		Internal
621942455140			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Apr, 2025 04:18:35 PM	02 Apr, 2025 04:34:39 PM	02 Apr, 2025 12:45:48 PM	0:06:55		Internal
621942455140			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Apr, 2025 04:18:35 PM	02 Apr, 2025 04:34:39 PM	02 Apr, 2025 12:45:48 PM	0:06:55		Internal
621942455140			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Apr, 2025 04:18:35 PM	02 Apr, 2025 04:34:39 PM	02 Apr, 2025 12:45:48 PM	0:06:55		Internal
621942455140			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Apr, 2025 04:18:35 PM	02 Apr, 2025 04:34:39 PM	02 Apr, 2025 12:45:48 PM	0:06:55		Internal
621942455140			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Apr, 2025 04:18:35 PM	02 Apr, 2025 04:34:39 PM	02 Apr, 2025 12:45:48 PM	0:06:55		Internal
621942455140			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Apr, 2025 04:18:35 PM	02 Apr, 2025 04:34:39 PM	02 Apr, 2025 12:45:48 PM	0:06:55		Internal
621942455140			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Apr, 2025 04:18:35 PM	02 Apr, 2025 04:34:39 PM	02 Apr, 2025 12:45:48 PM	0:06:55		Internal
621942455140			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Apr, 2025 04:18:35 PM	02 Apr, 2025 04:34:39 PM	02 Apr, 2025 12:45:48 PM	0:06:55		Internal
621942455140			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Apr, 2025 04:18:35 PM	02 Apr, 2025 04:34:39 PM	02 Apr, 2025 12:45:48 PM	0:06:55		Internal
621942455140			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		02 Apr, 2025 04:18:35 PM	02 Apr, 2025 04:34:39 PM	02 Apr, 2025 12:45:48 PM	0:06:55		Internal
621942455140			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Apr, 2025 04:18:35 PM	02 Apr, 2025 04:34:39 PM	02 Apr, 2025 12:45:48 PM	0:06:55		Internal
621942455140			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Apr, 2025 04:18:35 PM	02 Apr, 2025 04:34:39 PM	02 Apr, 2025 12:45:48 PM	0:06:55		Internal
621942455140			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Apr, 2025 04:18:35 PM	02 Apr, 2025 04:34:39 PM	02 Apr, 2025 12:45:48 PM	0:06:55		Internal
621942479040			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Apr, 2025 02:32:26 PM	02 Apr, 2025 06:06:42 PM	02 Apr, 2025 02:21:17 PM	0:02:50		Internal
621942479040			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Apr, 2025 02:32:26 PM	02 Apr, 2025 06:06:42 PM	02 Apr, 2025 02:21:17 PM	0:02:50		Internal
621942479040			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Apr, 2025 02:32:26 PM	02 Apr, 2025 06:06:42 PM	02 Apr, 2025 02:21:17 PM	0:02:50		Internal
621942479040			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Apr, 2025 02:32:26 PM	02 Apr, 2025 06:06:42 PM	02 Apr, 2025 02:21:17 PM	0:02:50		Internal
621942479040			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Apr, 2025 02:32:26 PM	02 Apr, 2025 06:06:42 PM	02 Apr, 2025 02:21:17 PM	0:02:50		Internal
621942479040			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Apr, 2025 02:32:26 PM	02 Apr, 2025 06:06:42 PM	02 Apr, 2025 02:21:17 PM	0:02:50		Internal
621942479040			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Apr, 2025 02:32:26 PM	02 Apr, 2025 06:06:42 PM	02 Apr, 2025 02:21:17 PM	0:02:50		Internal
621942479040			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Apr, 2025 02:32:26 PM	02 Apr, 2025 06:06:42 PM	02 Apr, 2025 02:21:17 PM	0:02:50		Internal
621942479040			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Apr, 2025 02:32:26 PM	02 Apr, 2025 06:06:42 PM	02 Apr, 2025 02:21:17 PM	0:02:50		Internal
621942479040			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Apr, 2025 02:32:26 PM	02 Apr, 2025 06:06:42 PM	02 Apr, 2025 02:21:17 PM	0:02:50		Internal
621942479040			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Apr, 2025 02:32:26 PM	02 Apr, 2025 06:06:42 PM	02 Apr, 2025 02:21:17 PM	0:02:50		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621942479040			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Apr, 2025 02:32:26 PM	02 Apr, 2025 06:06:42 PM	02 Apr, 2025 02:21:17 PM	0:02:50		Internal
621942479040			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Apr, 2025 02:32:26 PM	02 Apr, 2025 06:06:42 PM	02 Apr, 2025 02:21:17 PM	0:02:50		Internal
621942479040			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Apr, 2025 02:32:26 PM	02 Apr, 2025 06:06:42 PM	02 Apr, 2025 02:21:17 PM	0:02:50		Internal
621942479040			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Apr, 2025 02:32:26 PM	02 Apr, 2025 06:06:42 PM	02 Apr, 2025 02:21:17 PM	0:02:50		Internal
621942479040			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Apr, 2025 02:32:26 PM	02 Apr, 2025 06:06:42 PM	02 Apr, 2025 02:21:17 PM	0:02:50		Internal
621942479040			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Apr, 2025 02:32:26 PM	02 Apr, 2025 06:06:42 PM	02 Apr, 2025 02:21:17 PM	0:02:50		Internal
621942479040			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Apr, 2025 02:32:26 PM	02 Apr, 2025 06:06:42 PM	02 Apr, 2025 02:21:17 PM	0:02:50		Internal
621942479040			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Apr, 2025 02:32:26 PM	02 Apr, 2025 06:06:42 PM	02 Apr, 2025 02:21:17 PM	0:02:50		Internal
621942479040			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Apr, 2025 02:32:26 PM	02 Apr, 2025 06:06:42 PM	02 Apr, 2025 02:21:17 PM	0:02:50		Internal
621942479040			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Apr, 2025 02:32:26 PM	02 Apr, 2025 06:06:42 PM	02 Apr, 2025 02:21:17 PM	0:02:50		Internal
621942479040			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Apr, 2025 02:32:26 PM	02 Apr, 2025 06:06:42 PM	02 Apr, 2025 02:21:17 PM	0:02:50		Internal
621942479040			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		02 Apr, 2025 02:32:26 PM	02 Apr, 2025 06:06:42 PM	02 Apr, 2025 02:21:17 PM	0:02:50		Internal
621942479040			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Apr, 2025 02:32:26 PM	02 Apr, 2025 06:06:42 PM	02 Apr, 2025 02:21:17 PM	0:02:50		Internal
621942479040			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Apr, 2025 02:32:26 PM	02 Apr, 2025 06:06:42 PM	02 Apr, 2025 02:21:17 PM	0:02:50		Internal
621942479040			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Apr, 2025 02:32:26 PM	02 Apr, 2025 06:06:42 PM	02 Apr, 2025 02:21:17 PM	0:02:50		Internal
621942292721			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Apr, 2025 06:26:03 PM	02 Apr, 2025 06:40:40 PM	01 Apr, 2025 02:45:18 PM	0:00:54		Internal
621942292721			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Apr, 2025 06:26:03 PM	02 Apr, 2025 06:40:40 PM	01 Apr, 2025 02:45:18 PM	0:00:54		Internal
621942292721			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Apr, 2025 06:26:03 PM	02 Apr, 2025 06:40:40 PM	01 Apr, 2025 02:45:18 PM	0:00:54		Internal
621942292721			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Apr, 2025 06:26:03 PM	02 Apr, 2025 06:40:40 PM	01 Apr, 2025 02:45:18 PM	0:00:54		Internal
621942292721			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Apr, 2025 06:26:03 PM	02 Apr, 2025 06:40:40 PM	01 Apr, 2025 02:45:18 PM	0:00:54		Internal
621942292721			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Apr, 2025 06:26:03 PM	02 Apr, 2025 06:40:40 PM	01 Apr, 2025 02:45:18 PM	0:00:54		Internal
621942292721			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Apr, 2025 06:26:03 PM	02 Apr, 2025 06:40:40 PM	01 Apr, 2025 02:45:18 PM	0:00:54		Internal
621942292721			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Apr, 2025 06:26:03 PM	02 Apr, 2025 06:40:40 PM	01 Apr, 2025 02:45:18 PM	0:00:54		Internal
621942292721			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Apr, 2025 06:26:03 PM	02 Apr, 2025 06:40:40 PM	01 Apr, 2025 02:45:18 PM	0:00:54		Internal
621942292721			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Apr, 2025 06:26:03 PM	02 Apr, 2025 06:40:40 PM	01 Apr, 2025 02:45:18 PM	0:00:54		Internal
621942292721			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Apr, 2025 06:26:03 PM	02 Apr, 2025 06:40:40 PM	01 Apr, 2025 02:45:18 PM	0:00:54		Internal
621942292721			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Apr, 2025 06:26:03 PM	02 Apr, 2025 06:40:40 PM	01 Apr, 2025 02:45:18 PM	0:00:54		Internal
621942292721			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Apr, 2025 06:26:03 PM	02 Apr, 2025 06:40:40 PM	01 Apr, 2025 02:45:18 PM	0:00:54		Internal
621942292721			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Apr, 2025 06:26:03 PM	02 Apr, 2025 06:40:40 PM	01 Apr, 2025 02:45:18 PM	0:00:54		Internal
621942292721			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Apr, 2025 06:26:03 PM	02 Apr, 2025 06:40:40 PM	01 Apr, 2025 02:45:18 PM	0:00:54		Internal
621942292721			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Apr, 2025 06:26:03 PM	02 Apr, 2025 06:40:40 PM	01 Apr, 2025 02:45:18 PM	0:00:54		Internal
621942292721			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Apr, 2025 06:26:03 PM	02 Apr, 2025 06:40:40 PM	01 Apr, 2025 02:45:18 PM	0:00:54		Internal
621942292721			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Apr, 2025 06:26:03 PM	02 Apr, 2025 06:40:40 PM	01 Apr, 2025 02:45:18 PM	0:00:54		Internal
621942292721			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Apr, 2025 06:26:03 PM	02 Apr, 2025 06:40:40 PM	01 Apr, 2025 02:45:18 PM	0:00:54		Internal
621942292721			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Apr, 2025 06:26:03 PM	02 Apr, 2025 06:40:40 PM	01 Apr, 2025 02:45:18 PM	0:00:54		Internal
621942292721			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Apr, 2025 06:26:03 PM	02 Apr, 2025 06:40:40 PM	01 Apr, 2025 02:45:18 PM	0:00:54		Internal
621942292721			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Apr, 2025 06:26:03 PM	02 Apr, 2025 06:40:40 PM	01 Apr, 2025 02:45:18 PM	0:00:54		Internal
621942292721			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		02 Apr, 2025 06:26:03 PM	02 Apr, 2025 06:40:40 PM	01 Apr, 2025 02:45:18 PM	0:00:54		Internal
621942292721			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Apr, 2025 06:26:03 PM	02 Apr, 2025 06:40:40 PM	01 Apr, 2025 02:45:18 PM	0:00:54		Internal
621942292721			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Apr, 2025 06:26:03 PM	02 Apr, 2025 06:40:40 PM	01 Apr, 2025 02:45:18 PM	0:00:54		Internal
621942292721			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Apr, 2025 06:26:03 PM	02 Apr, 2025 06:40:40 PM	01 Apr, 2025 02:45:18 PM	0:00:54		Internal
621941842594			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Apr, 2025 07:00:42 PM	02 Apr, 2025 07:03:43 PM	28 Mar, 2025 02:40:37 PM	0:02:12		Internal
621941842594			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Apr, 2025 07:00:42 PM	02 Apr, 2025 07:03:43 PM	28 Mar, 2025 02:40:37 PM	0:02:12		Internal
621941842594			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Apr, 2025 07:00:42 PM	02 Apr, 2025 07:03:43 PM	28 Mar, 2025 02:40:37 PM	0:02:12		Internal
621941842594			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Apr, 2025 07:00:42 PM	02 Apr, 2025 07:03:43 PM	28 Mar, 2025 02:40:37 PM	0:02:12		Internal
621941842594			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Apr, 2025 07:00:42 PM	02 Apr, 2025 07:03:43 PM	28 Mar, 2025 02:40:37 PM	0:02:12		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621941842594	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	[redacted]	02 Apr, 2025 07:00:42 PM	02 Apr, 2025 07:03:43 PM	28 Mar, 2025 02:40:37 PM	0:02:12		Internal
621941842594			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Apr, 2025 07:00:42 PM	02 Apr, 2025 07:03:43 PM	28 Mar, 2025 02:40:37 PM	0:02:12		Internal
621941842594			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Apr, 2025 07:00:42 PM	02 Apr, 2025 07:03:43 PM	28 Mar, 2025 02:40:37 PM	0:02:12		Internal
621941842594			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Apr, 2025 07:00:42 PM	02 Apr, 2025 07:03:43 PM	28 Mar, 2025 02:40:37 PM	0:02:12		Internal
621941842594			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Apr, 2025 07:00:42 PM	02 Apr, 2025 07:03:43 PM	28 Mar, 2025 02:40:37 PM	0:02:12		Internal
621941842594			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Apr, 2025 07:00:42 PM	02 Apr, 2025 07:03:43 PM	28 Mar, 2025 02:40:37 PM	0:02:12		Internal
621941842594			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Apr, 2025 07:00:42 PM	02 Apr, 2025 07:03:43 PM	28 Mar, 2025 02:40:37 PM	0:02:12		Internal
621941842594			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Apr, 2025 07:00:42 PM	02 Apr, 2025 07:03:43 PM	28 Mar, 2025 02:40:37 PM	0:02:12		Internal
621941842594			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Apr, 2025 07:00:42 PM	02 Apr, 2025 07:03:43 PM	28 Mar, 2025 02:40:37 PM	0:02:12		Internal
621941842594			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Apr, 2025 07:00:42 PM	02 Apr, 2025 07:03:43 PM	28 Mar, 2025 02:40:37 PM	0:02:12		Internal
621941842594			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Apr, 2025 07:00:42 PM	02 Apr, 2025 07:03:43 PM	28 Mar, 2025 02:40:37 PM	0:02:12		Internal
621941842594			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Apr, 2025 07:00:42 PM	02 Apr, 2025 07:03:43 PM	28 Mar, 2025 02:40:37 PM	0:02:12		Internal
621941842594			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Apr, 2025 07:00:42 PM	02 Apr, 2025 07:03:43 PM	28 Mar, 2025 02:40:37 PM	0:02:12		Internal
621941842594			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Apr, 2025 07:00:42 PM	02 Apr, 2025 07:03:43 PM	28 Mar, 2025 02:40:37 PM	0:02:12		Internal
621941842594			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Apr, 2025 07:00:42 PM	02 Apr, 2025 07:03:43 PM	28 Mar, 2025 02:40:37 PM	0:02:12		Internal
621941842594			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Apr, 2025 07:00:42 PM	02 Apr, 2025 07:03:43 PM	28 Mar, 2025 02:40:37 PM	0:02:12		Internal
621941842594			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Apr, 2025 07:00:42 PM	02 Apr, 2025 07:03:43 PM	28 Mar, 2025 02:40:37 PM	0:02:12		Internal
621941842594			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		02 Apr, 2025 07:00:42 PM	02 Apr, 2025 07:03:43 PM	28 Mar, 2025 02:40:37 PM	0:02:12		Internal
621941842594			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Apr, 2025 07:00:42 PM	02 Apr, 2025 07:03:43 PM	28 Mar, 2025 02:40:37 PM	0:02:12		Internal
621941842594			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Apr, 2025 07:00:42 PM	02 Apr, 2025 07:03:43 PM	28 Mar, 2025 02:40:37 PM	0:02:12		Internal
621941842594			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Apr, 2025 07:00:42 PM	02 Apr, 2025 07:03:43 PM	28 Mar, 2025 02:40:37 PM	0:02:12		Internal
621942564180			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Apr, 2025 06:46:08 PM	02 Apr, 2025 07:38:48 PM	02 Apr, 2025 06:34:32 PM	0:05:49		Internal
621942564180			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Apr, 2025 06:46:08 PM	02 Apr, 2025 07:38:48 PM	02 Apr, 2025 06:34:32 PM	0:05:49		Internal
621942564180			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Apr, 2025 06:46:08 PM	02 Apr, 2025 07:38:48 PM	02 Apr, 2025 06:34:32 PM	0:05:49		Internal
621942564180			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Apr, 2025 06:46:08 PM	02 Apr, 2025 07:38:48 PM	02 Apr, 2025 06:34:32 PM	0:05:49		Internal
621942564180			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Apr, 2025 06:46:08 PM	02 Apr, 2025 07:38:48 PM	02 Apr, 2025 06:34:32 PM	0:05:49		Internal
621942564180			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Apr, 2025 06:46:08 PM	02 Apr, 2025 07:38:48 PM	02 Apr, 2025 06:34:32 PM	0:05:49		Internal
621942564180			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Apr, 2025 06:46:08 PM	02 Apr, 2025 07:38:48 PM	02 Apr, 2025 06:34:32 PM	0:05:49		Internal
621942564180			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Apr, 2025 06:46:08 PM	02 Apr, 2025 07:38:48 PM	02 Apr, 2025 06:34:32 PM	0:05:49		Internal
621942564180			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Apr, 2025 06:46:08 PM	02 Apr, 2025 07:38:48 PM	02 Apr, 2025 06:34:32 PM	0:05:49		Internal
621942564180			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Apr, 2025 06:46:08 PM	02 Apr, 2025 07:38:48 PM	02 Apr, 2025 06:34:32 PM	0:05:49		Internal
621942564180			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Apr, 2025 06:46:08 PM	02 Apr, 2025 07:38:48 PM	02 Apr, 2025 06:34:32 PM	0:05:49		Internal
621942564180			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Apr, 2025 06:46:08 PM	02 Apr, 2025 07:38:48 PM	02 Apr, 2025 06:34:32 PM	0:05:49		Internal
621942564180			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Apr, 2025 06:46:08 PM	02 Apr, 2025 07:38:48 PM	02 Apr, 2025 06:34:32 PM	0:05:49		Internal
621942564180			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Apr, 2025 06:46:08 PM	02 Apr, 2025 07:38:48 PM	02 Apr, 2025 06:34:32 PM	0:05:49		Internal
621942564180			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Apr, 2025 06:46:08 PM	02 Apr, 2025 07:38:48 PM	02 Apr, 2025 06:34:32 PM	0:05:49		Internal
621942564180			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Apr, 2025 06:46:08 PM	02 Apr, 2025 07:38:48 PM	02 Apr, 2025 06:34:32 PM	0:05:49		Internal
621942564180			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Apr, 2025 06:46:08 PM	02 Apr, 2025 07:38:48 PM	02 Apr, 2025 06:34:32 PM	0:05:49		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621942564180	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	[redacted]	02 Apr, 2025 06:46:08 PM	02 Apr, 2025 07:38:48 PM	02 Apr, 2025 06:34:32 PM	0:05:49		Internal
621942564180			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Apr, 2025 06:46:08 PM	02 Apr, 2025 07:38:48 PM	02 Apr, 2025 06:34:32 PM	0:05:49		Internal
621942564180			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Apr, 2025 06:46:08 PM	02 Apr, 2025 07:38:48 PM	02 Apr, 2025 06:34:32 PM	0:05:49		Internal
621942564180			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Apr, 2025 06:46:08 PM	02 Apr, 2025 07:38:48 PM	02 Apr, 2025 06:34:32 PM	0:05:49		Internal
621942564180			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Apr, 2025 06:46:08 PM	02 Apr, 2025 07:38:48 PM	02 Apr, 2025 06:34:32 PM	0:05:49		Internal
621942564180			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		02 Apr, 2025 06:46:08 PM	02 Apr, 2025 07:38:48 PM	02 Apr, 2025 06:34:32 PM	0:05:49		Internal
621942564180			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Apr, 2025 06:46:08 PM	02 Apr, 2025 07:38:48 PM	02 Apr, 2025 06:34:32 PM	0:05:49		Internal
621942564180			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Apr, 2025 06:46:08 PM	02 Apr, 2025 07:38:48 PM	02 Apr, 2025 06:34:32 PM	0:05:49		Internal
621942564180			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Apr, 2025 06:46:08 PM	02 Apr, 2025 07:38:48 PM	02 Apr, 2025 06:34:32 PM	0:05:49		Internal
621942464106			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Apr, 2025 07:19:46 PM	02 Apr, 2025 08:24:54 PM	02 Apr, 2025 01:30:24 PM	0:05:46		Internal
621942464106			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Apr, 2025 07:19:46 PM	02 Apr, 2025 08:24:54 PM	02 Apr, 2025 01:30:24 PM	0:05:46		Internal
621942464106			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Apr, 2025 07:19:46 PM	02 Apr, 2025 08:24:54 PM	02 Apr, 2025 01:30:24 PM	0:05:46		Internal
621942464106			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Apr, 2025 07:19:46 PM	02 Apr, 2025 08:24:54 PM	02 Apr, 2025 01:30:24 PM	0:05:46		Internal
621942464106			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Apr, 2025 07:19:46 PM	02 Apr, 2025 08:24:54 PM	02 Apr, 2025 01:30:24 PM	0:05:46		Internal
621942464106			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Apr, 2025 07:19:46 PM	02 Apr, 2025 08:24:54 PM	02 Apr, 2025 01:30:24 PM	0:05:46		Internal
621942464106			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Apr, 2025 07:19:46 PM	02 Apr, 2025 08:24:54 PM	02 Apr, 2025 01:30:24 PM	0:05:46		Internal
621942464106			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Apr, 2025 07:19:46 PM	02 Apr, 2025 08:24:54 PM	02 Apr, 2025 01:30:24 PM	0:05:46		Internal
621942464106			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Apr, 2025 07:19:46 PM	02 Apr, 2025 08:24:54 PM	02 Apr, 2025 01:30:24 PM	0:05:46		Internal
621942464106			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Apr, 2025 07:19:46 PM	02 Apr, 2025 08:24:54 PM	02 Apr, 2025 01:30:24 PM	0:05:46		Internal
621942464106			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Apr, 2025 07:19:46 PM	02 Apr, 2025 08:24:54 PM	02 Apr, 2025 01:30:24 PM	0:05:46		Internal
621942464106			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Apr, 2025 07:19:46 PM	02 Apr, 2025 08:24:54 PM	02 Apr, 2025 01:30:24 PM	0:05:46		Internal
621942464106			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Apr, 2025 07:19:46 PM	02 Apr, 2025 08:24:54 PM	02 Apr, 2025 01:30:24 PM	0:05:46		Internal
621942464106			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Apr, 2025 07:19:46 PM	02 Apr, 2025 08:24:54 PM	02 Apr, 2025 01:30:24 PM	0:05:46		Internal
621942464106			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Apr, 2025 07:19:46 PM	02 Apr, 2025 08:24:54 PM	02 Apr, 2025 01:30:24 PM	0:05:46		Internal
621942464106			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Apr, 2025 07:19:46 PM	02 Apr, 2025 08:24:54 PM	02 Apr, 2025 01:30:24 PM	0:05:46		Internal
621942464106			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Apr, 2025 07:19:46 PM	02 Apr, 2025 08:24:54 PM	02 Apr, 2025 01:30:24 PM	0:05:46		Internal
621942464106			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Apr, 2025 07:19:46 PM	02 Apr, 2025 08:24:54 PM	02 Apr, 2025 01:30:24 PM	0:05:46		Internal
621942464106			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Apr, 2025 07:19:46 PM	02 Apr, 2025 08:24:54 PM	02 Apr, 2025 01:30:24 PM	0:05:46		Internal
621942464106			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Apr, 2025 07:19:46 PM	02 Apr, 2025 08:24:54 PM	02 Apr, 2025 01:30:24 PM	0:05:46		Internal
621942464106			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Apr, 2025 07:19:46 PM	02 Apr, 2025 08:24:54 PM	02 Apr, 2025 01:30:24 PM	0:05:46		Internal
621942464106			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Apr, 2025 07:19:46 PM	02 Apr, 2025 08:24:54 PM	02 Apr, 2025 01:30:24 PM	0:05:46		Internal
621942464106			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		02 Apr, 2025 07:19:46 PM	02 Apr, 2025 08:24:54 PM	02 Apr, 2025 01:30:24 PM	0:05:46		Internal
621942464106			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Apr, 2025 07:19:46 PM	02 Apr, 2025 08:24:54 PM	02 Apr, 2025 01:30:24 PM	0:05:46		Internal
621942464106			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Apr, 2025 07:19:46 PM	02 Apr, 2025 08:24:54 PM	02 Apr, 2025 01:30:24 PM	0:05:46		Internal
621942464106			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Apr, 2025 07:19:46 PM	02 Apr, 2025 08:24:54 PM	02 Apr, 2025 01:30:24 PM	0:05:46		Internal
621942366774			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Apr, 2025 10:31:58 PM	02 Apr, 2025 09:43:26 PM	01 Apr, 2025 06:10:42 PM	0:04:15		Internal
621942366774			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 Apr, 2025 10:31:58 PM	02 Apr, 2025 09:43:26 PM	01 Apr, 2025 06:10:42 PM	0:04:15		Internal
621942366774			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 Apr, 2025 10:31:58 PM	02 Apr, 2025 09:43:26 PM	01 Apr, 2025 06:10:42 PM	0:04:15		Internal
621942366774			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 Apr, 2025 10:31:58 PM	02 Apr, 2025 09:43:26 PM	01 Apr, 2025 06:10:42 PM	0:04:15		Internal
621942366774			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 Apr, 2025 10:31:58 PM	02 Apr, 2025 09:43:26 PM	01 Apr, 2025 06:10:42 PM	0:04:15		Internal
621942366774			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 Apr, 2025 10:31:58 PM	02 Apr, 2025 09:43:26 PM	01 Apr, 2025 06:10:42 PM	0:04:15		Internal
621942366774			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 Apr, 2025 10:31:58 PM	02 Apr, 2025 09:43:26 PM	01 Apr, 2025 06:10:42 PM	0:04:15		Internal
621942366774			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 Apr, 2025 10:31:58 PM	02 Apr, 2025 09:43:26 PM	01 Apr, 2025 06:10:42 PM	0:04:15		Internal
621942366774			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 Apr, 2025 10:31:58 PM	02 Apr, 2025 09:43:26 PM	01 Apr, 2025 06:10:42 PM	0:04:15		Internal
621942366774			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 Apr, 2025 10:31:58 PM	02 Apr, 2025 09:43:26 PM	01 Apr, 2025 06:10:42 PM	0:04:15		Internal
621942366774			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 Apr, 2025 10:31:58 PM	02 Apr, 2025 09:43:26 PM	01 Apr, 2025 06:10:42 PM	0:04:15		Internal
621942366774			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 Apr, 2025 10:31:58 PM	02 Apr, 2025 09:43:26 PM	01 Apr, 2025 06:10:42 PM	0:04:15		Internal
621942366774			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 Apr, 2025 10:31:58 PM	02 Apr, 2025 09:43:26 PM	01 Apr, 2025 06:10:42 PM	0:04:15		Internal
621942366774			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 Apr, 2025 10:31:58 PM	02 Apr, 2025 09:43:26 PM	01 Apr, 2025 06:10:42 PM	0:04:15		Internal
621942366774			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 Apr, 2025 10:31:58 PM	02 Apr, 2025 09:43:26 PM	01 Apr, 2025 06:10:42 PM	0:04:15		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621942366774	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	[redacted]	01 Apr, 2025 10:31:58 PM	02 Apr, 2025 09:43:26 PM	01 Apr, 2025 06:10:42 PM	0:04:15		Internal
621942366774			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 Apr, 2025 10:31:58 PM	02 Apr, 2025 09:43:26 PM	01 Apr, 2025 06:10:42 PM	0:04:15		Internal
621942366774			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 Apr, 2025 10:31:58 PM	02 Apr, 2025 09:43:26 PM	01 Apr, 2025 06:10:42 PM	0:04:15		Internal
621942366774			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 Apr, 2025 10:31:58 PM	02 Apr, 2025 09:43:26 PM	01 Apr, 2025 06:10:42 PM	0:04:15		Internal
621942366774			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 Apr, 2025 10:31:58 PM	02 Apr, 2025 09:43:26 PM	01 Apr, 2025 06:10:42 PM	0:04:15		Internal
621942366774			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 Apr, 2025 10:31:58 PM	02 Apr, 2025 09:43:26 PM	01 Apr, 2025 06:10:42 PM	0:04:15		Internal
621942366774			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 Apr, 2025 10:31:58 PM	02 Apr, 2025 09:43:26 PM	01 Apr, 2025 06:10:42 PM	0:04:15		Internal
621942366774			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		01 Apr, 2025 10:31:58 PM	02 Apr, 2025 09:43:26 PM	01 Apr, 2025 06:10:42 PM	0:04:15		Internal
621942366774			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 Apr, 2025 10:31:58 PM	02 Apr, 2025 09:43:26 PM	01 Apr, 2025 06:10:42 PM	0:04:15		Internal
621942366774			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 Apr, 2025 10:31:58 PM	02 Apr, 2025 09:43:26 PM	01 Apr, 2025 06:10:42 PM	0:04:15		Internal
621942366774			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 Apr, 2025 10:31:58 PM	02 Apr, 2025 09:43:26 PM	01 Apr, 2025 06:10:42 PM	0:04:15		Internal
621942185195			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Apr, 2025 10:31:58 AM	02 Apr, 2025 09:59:25 PM	31 Mar, 2025 08:14:11 PM	0:08:51		Internal
621942185195			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Apr, 2025 10:31:58 AM	02 Apr, 2025 09:59:25 PM	31 Mar, 2025 08:14:11 PM	0:08:51		Internal
621942185195			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Apr, 2025 10:31:58 AM	02 Apr, 2025 09:59:25 PM	31 Mar, 2025 08:14:11 PM	0:08:51		Internal
621942185195			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Apr, 2025 10:31:58 AM	02 Apr, 2025 09:59:25 PM	31 Mar, 2025 08:14:11 PM	0:08:51		Internal
621942185195			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Apr, 2025 10:31:58 AM	02 Apr, 2025 09:59:25 PM	31 Mar, 2025 08:14:11 PM	0:08:51		Internal
621942185195			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Apr, 2025 10:31:58 AM	02 Apr, 2025 09:59:25 PM	31 Mar, 2025 08:14:11 PM	0:08:51		Internal
621942185195			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Apr, 2025 10:31:58 AM	02 Apr, 2025 09:59:25 PM	31 Mar, 2025 08:14:11 PM	0:08:51		Internal
621942185195			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Apr, 2025 10:31:58 AM	02 Apr, 2025 09:59:25 PM	31 Mar, 2025 08:14:11 PM	0:08:51		Internal
621942185195			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Apr, 2025 10:31:58 AM	02 Apr, 2025 09:59:25 PM	31 Mar, 2025 08:14:11 PM	0:08:51		Internal
621942185195			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Apr, 2025 10:31:58 AM	02 Apr, 2025 09:59:25 PM	31 Mar, 2025 08:14:11 PM	0:08:51		Internal
621942185195			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Apr, 2025 10:31:58 AM	02 Apr, 2025 09:59:25 PM	31 Mar, 2025 08:14:11 PM	0:08:51		Internal
621942185195			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Apr, 2025 10:31:58 AM	02 Apr, 2025 09:59:25 PM	31 Mar, 2025 08:14:11 PM	0:08:51		Internal
621942185195			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Apr, 2025 10:31:58 AM	02 Apr, 2025 09:59:25 PM	31 Mar, 2025 08:14:11 PM	0:08:51		Internal
621942185195			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Apr, 2025 10:31:58 AM	02 Apr, 2025 09:59:25 PM	31 Mar, 2025 08:14:11 PM	0:08:51		Internal
621942185195			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Apr, 2025 10:31:58 AM	02 Apr, 2025 09:59:25 PM	31 Mar, 2025 08:14:11 PM	0:08:51		Internal
621942185195			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Apr, 2025 10:31:58 AM	02 Apr, 2025 09:59:25 PM	31 Mar, 2025 08:14:11 PM	0:08:51		Internal
621942185195			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Apr, 2025 10:31:58 AM	02 Apr, 2025 09:59:25 PM	31 Mar, 2025 08:14:11 PM	0:08:51		Internal
621942185195			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Apr, 2025 10:31:58 AM	02 Apr, 2025 09:59:25 PM	31 Mar, 2025 08:14:11 PM	0:08:51		Internal
621942185195			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Apr, 2025 10:31:58 AM	02 Apr, 2025 09:59:25 PM	31 Mar, 2025 08:14:11 PM	0:08:51		Internal
621942185195			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Apr, 2025 10:31:58 AM	02 Apr, 2025 09:59:25 PM	31 Mar, 2025 08:14:11 PM	0:08:51		Internal
621942185195			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Apr, 2025 10:31:58 AM	02 Apr, 2025 09:59:25 PM	31 Mar, 2025 08:14:11 PM	0:08:51		Internal
621942185195			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Apr, 2025 10:31:58 AM	02 Apr, 2025 09:59:25 PM	31 Mar, 2025 08:14:11 PM	0:08:51		Internal
621942185195			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		02 Apr, 2025 10:31:58 AM	02 Apr, 2025 09:59:25 PM	31 Mar, 2025 08:14:11 PM	0:08:51		Internal
621942185195			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Apr, 2025 10:31:58 AM	02 Apr, 2025 09:59:25 PM	31 Mar, 2025 08:14:11 PM	0:08:51		Internal
621942185195			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Apr, 2025 10:31:58 AM	02 Apr, 2025 09:59:25 PM	31 Mar, 2025 08:14:11 PM	0:08:51		Internal
621942185195			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Apr, 2025 10:31:58 AM	02 Apr, 2025 09:59:25 PM	31 Mar, 2025 08:14:11 PM	0:08:51		Internal
621942611629			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Apr, 2025 08:01:22 AM	03 Apr, 2025 12:00:52 PM	02 Apr, 2025 09:27:46 PM	0:03:06		Internal
621942611629			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Apr, 2025 08:01:22 AM	03 Apr, 2025 12:00:52 PM	02 Apr, 2025 09:27:46 PM	0:03:06		Internal
621942611629			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Apr, 2025 08:01:22 AM	03 Apr, 2025 12:00:52 PM	02 Apr, 2025 09:27:46 PM	0:03:06		Internal
621942611629			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Apr, 2025 08:01:22 AM	03 Apr, 2025 12:00:52 PM	02 Apr, 2025 09:27:46 PM	0:03:06		Internal
621942611629			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Apr, 2025 08:01:22 AM	03 Apr, 2025 12:00:52 PM	02 Apr, 2025 09:27:46 PM	0:03:06		Internal
621942611629			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Apr, 2025 08:01:22 AM	03 Apr, 2025 12:00:52 PM	02 Apr, 2025 09:27:46 PM	0:03:06		Internal
621942611629			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Apr, 2025 08:01:22 AM	03 Apr, 2025 12:00:52 PM	02 Apr, 2025 09:27:46 PM	0:03:06		Internal
621942611629			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Apr, 2025 08:01:22 AM	03 Apr, 2025 12:00:52 PM	02 Apr, 2025 09:27:46 PM	0:03:06		Internal
621942611629			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Apr, 2025 08:01:22 AM	03 Apr, 2025 12:00:52 PM	02 Apr, 2025 09:27:46 PM	0:03:06		Internal
621942611629			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Apr, 2025 08:01:22 AM	03 Apr, 2025 12:00:52 PM	02 Apr, 2025 09:27:46 PM	0:03:06		Internal
621942611629			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Apr, 2025 08:01:22 AM	03 Apr, 2025 12:00:52 PM	02 Apr, 2025 09:27:46 PM	0:03:06		Internal
621942611629			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Apr, 2025 08:01:22 AM	03 Apr, 2025 12:00:52 PM	02 Apr, 2025 09:27:46 PM	0:03:06		Internal
621942611629			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Apr, 2025 08:01:22 AM	03 Apr, 2025 12:00:52 PM	02 Apr, 2025 09:27:46 PM	0:03:06		Internal
621942611629			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Apr, 2025 08:01:22 AM	03 Apr, 2025 12:00:52 PM	02 Apr, 2025 09:27:46 PM	0:03:06		Internal
621942611629			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Apr, 2025 08:01:22 AM	03 Apr, 2025 12:00:52 PM	02 Apr, 2025 09:27:46 PM	0:03:06		Internal
621942611629			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Apr, 2025 08:01:22 AM	03 Apr, 2025 12:00:52 PM	02 Apr, 2025 09:27:46 PM	0:03:06		Internal
621942611629			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Apr, 2025 08:01:22 AM	03 Apr, 2025 12:00:52 PM	02 Apr, 2025 09:27:46 PM	0:03:06		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621942611629			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Apr, 2025 08:01:22 AM	03 Apr, 2025 12:00:52 PM	02 Apr, 2025 09:27:46 PM	0:03:06		Internal
621942611629			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Apr, 2025 08:01:22 AM	03 Apr, 2025 12:00:52 PM	02 Apr, 2025 09:27:46 PM	0:03:06		Internal
621942611629			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Apr, 2025 08:01:22 AM	03 Apr, 2025 12:00:52 PM	02 Apr, 2025 09:27:46 PM	0:03:06		Internal
621942611629			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Apr, 2025 08:01:22 AM	03 Apr, 2025 12:00:52 PM	02 Apr, 2025 09:27:46 PM	0:03:06		Internal
621942611629			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Apr, 2025 08:01:22 AM	03 Apr, 2025 12:00:52 PM	02 Apr, 2025 09:27:46 PM	0:03:06		Internal
621942611629			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Apr, 2025 08:01:22 AM	03 Apr, 2025 12:00:52 PM	02 Apr, 2025 09:27:46 PM	0:03:06		Internal
621942611629			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Apr, 2025 08:01:22 AM	03 Apr, 2025 12:00:52 PM	02 Apr, 2025 09:27:46 PM	0:03:06		Internal
621942611629			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Apr, 2025 08:01:22 AM	03 Apr, 2025 12:00:52 PM	02 Apr, 2025 09:27:46 PM	0:03:06		Internal
621942611629			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Apr, 2025 08:01:22 AM	03 Apr, 2025 12:00:52 PM	02 Apr, 2025 09:27:46 PM	0:03:06		Internal
621942469151			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Apr, 2025 02:11:00 PM	03 Apr, 2025 12:13:47 PM	02 Apr, 2025 01:54:19 PM	0:02:30		Internal
621942469151			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Apr, 2025 02:11:00 PM	03 Apr, 2025 12:13:47 PM	02 Apr, 2025 01:54:19 PM	0:02:30		Internal
621942469151			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Apr, 2025 02:11:00 PM	03 Apr, 2025 12:13:47 PM	02 Apr, 2025 01:54:19 PM	0:02:30		Internal
621942469151			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Apr, 2025 02:11:00 PM	03 Apr, 2025 12:13:47 PM	02 Apr, 2025 01:54:19 PM	0:02:30		Internal
621942469151			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Apr, 2025 02:11:00 PM	03 Apr, 2025 12:13:47 PM	02 Apr, 2025 01:54:19 PM	0:02:30		Internal
621942469151			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Apr, 2025 02:11:00 PM	03 Apr, 2025 12:13:47 PM	02 Apr, 2025 01:54:19 PM	0:02:30		Internal
621942469151			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Apr, 2025 02:11:00 PM	03 Apr, 2025 12:13:47 PM	02 Apr, 2025 01:54:19 PM	0:02:30		Internal
621942469151			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Apr, 2025 02:11:00 PM	03 Apr, 2025 12:13:47 PM	02 Apr, 2025 01:54:19 PM	0:02:30		Internal
621942469151			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Apr, 2025 02:11:00 PM	03 Apr, 2025 12:13:47 PM	02 Apr, 2025 01:54:19 PM	0:02:30		Internal
621942469151			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Apr, 2025 02:11:00 PM	03 Apr, 2025 12:13:47 PM	02 Apr, 2025 01:54:19 PM	0:02:30		Internal
621942469151			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Apr, 2025 02:11:00 PM	03 Apr, 2025 12:13:47 PM	02 Apr, 2025 01:54:19 PM	0:02:30		Internal
621942469151			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Apr, 2025 02:11:00 PM	03 Apr, 2025 12:13:47 PM	02 Apr, 2025 01:54:19 PM	0:02:30		Internal
621942469151			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Apr, 2025 02:11:00 PM	03 Apr, 2025 12:13:47 PM	02 Apr, 2025 01:54:19 PM	0:02:30		Internal
621942469151			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Apr, 2025 02:11:00 PM	03 Apr, 2025 12:13:47 PM	02 Apr, 2025 01:54:19 PM	0:02:30		Internal
621942469151			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Apr, 2025 02:11:00 PM	03 Apr, 2025 12:13:47 PM	02 Apr, 2025 01:54:19 PM	0:02:30		Internal
621942469151			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Apr, 2025 02:11:00 PM	03 Apr, 2025 12:13:47 PM	02 Apr, 2025 01:54:19 PM	0:02:30		Internal
621942469151			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Apr, 2025 02:11:00 PM	03 Apr, 2025 12:13:47 PM	02 Apr, 2025 01:54:19 PM	0:02:30		Internal
621942469151			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Apr, 2025 02:11:00 PM	03 Apr, 2025 12:13:47 PM	02 Apr, 2025 01:54:19 PM	0:02:30		Internal
621942469151			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Apr, 2025 02:11:00 PM	03 Apr, 2025 12:13:47 PM	02 Apr, 2025 01:54:19 PM	0:02:30		Internal
621942469151			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Apr, 2025 02:11:00 PM	03 Apr, 2025 12:13:47 PM	02 Apr, 2025 01:54:19 PM	0:02:30		Internal
621942469151			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Apr, 2025 02:11:00 PM	03 Apr, 2025 12:13:47 PM	02 Apr, 2025 01:54:19 PM	0:02:30		Internal
621942469151			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Apr, 2025 02:11:00 PM	03 Apr, 2025 12:13:47 PM	02 Apr, 2025 01:54:19 PM	0:02:30		Internal
621942469151			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		02 Apr, 2025 02:11:00 PM	03 Apr, 2025 12:13:47 PM	02 Apr, 2025 01:54:19 PM	0:02:30		Internal
621942469151			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Apr, 2025 02:11:00 PM	03 Apr, 2025 12:13:47 PM	02 Apr, 2025 01:54:19 PM	0:02:30		Internal
621942469151			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Apr, 2025 02:11:00 PM	03 Apr, 2025 12:13:47 PM	02 Apr, 2025 01:54:19 PM	0:02:30		Internal
621942469151			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Apr, 2025 02:11:00 PM	03 Apr, 2025 12:13:47 PM	02 Apr, 2025 01:54:19 PM	0:02:30		Internal
597058441851			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Mar, 2025 06:01:09 PM	03 Apr, 2025 12:15:37 PM	18 Mar, 2025 04:17:28 PM	0:05:08		Internal
597058441851			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Mar, 2025 06:01:09 PM	03 Apr, 2025 12:15:37 PM	18 Mar, 2025 04:17:28 PM	0:05:08		Internal
597058441851			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Mar, 2025 06:01:09 PM	03 Apr, 2025 12:15:37 PM	18 Mar, 2025 04:17:28 PM	0:05:08		Internal
597058441851			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Mar, 2025 06:01:09 PM	03 Apr, 2025 12:15:37 PM	18 Mar, 2025 04:17:28 PM	0:05:08		Internal
597058441851			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Mar, 2025 06:01:09 PM	03 Apr, 2025 12:15:37 PM	18 Mar, 2025 04:17:28 PM	0:05:08		Internal
597058441851			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Mar, 2025 06:01:09 PM	03 Apr, 2025 12:15:37 PM	18 Mar, 2025 04:17:28 PM	0:05:08		Internal
597058441851			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Mar, 2025 06:01:09 PM	03 Apr, 2025 12:15:37 PM	18 Mar, 2025 04:17:28 PM	0:05:08		Internal
597058441851			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Mar, 2025 06:01:09 PM	03 Apr, 2025 12:15:37 PM	18 Mar, 2025 04:17:28 PM	0:05:08		Internal
597058441851			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Mar, 2025 06:01:09 PM	03 Apr, 2025 12:15:37 PM	18 Mar, 2025 04:17:28 PM	0:05:08		Internal
597058441851			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Mar, 2025 06:01:09 PM	03 Apr, 2025 12:15:37 PM	18 Mar, 2025 04:17:28 PM	0:05:08		Internal
597058441851			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Mar, 2025 06:01:09 PM	03 Apr, 2025 12:15:37 PM	18 Mar, 2025 04:17:28 PM	0:05:08		Internal
597058441851			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Mar, 2025 06:01:09 PM	03 Apr, 2025 12:15:37 PM	18 Mar, 2025 04:17:28 PM	0:05:08		Internal
597058441851			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Mar, 2025 06:01:09 PM	03 Apr, 2025 12:15:37 PM	18 Mar, 2025 04:17:28 PM	0:05:08		Internal
597058441851			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Mar, 2025 06:01:09 PM	03 Apr, 2025 12:15:37 PM	18 Mar, 2025 04:17:28 PM	0:05:08		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597058441851	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	18 Mar, 2025 06:01:09 PM	03 Apr, 2025 12:15:37 PM	18 Mar, 2025 04:17:28 PM	0:05:08		Internal
597058441851			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Mar, 2025 06:01:09 PM	03 Apr, 2025 12:15:37 PM	18 Mar, 2025 04:17:28 PM	0:05:08		Internal
597058441851			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Mar, 2025 06:01:09 PM	03 Apr, 2025 12:15:37 PM	18 Mar, 2025 04:17:28 PM	0:05:08		Internal
597058441851			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Mar, 2025 06:01:09 PM	03 Apr, 2025 12:15:37 PM	18 Mar, 2025 04:17:28 PM	0:05:08		Internal
597058441851			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Mar, 2025 06:01:09 PM	03 Apr, 2025 12:15:37 PM	18 Mar, 2025 04:17:28 PM	0:05:08		Internal
597058441851			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Mar, 2025 06:01:09 PM	03 Apr, 2025 12:15:37 PM	18 Mar, 2025 04:17:28 PM	0:05:08		Internal
597058441851			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Mar, 2025 06:01:09 PM	03 Apr, 2025 12:15:37 PM	18 Mar, 2025 04:17:28 PM	0:05:08		Internal
597058441851			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Mar, 2025 06:01:09 PM	03 Apr, 2025 12:15:37 PM	18 Mar, 2025 04:17:28 PM	0:05:08		Internal
597058441851			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		18 Mar, 2025 06:01:09 PM	03 Apr, 2025 12:15:37 PM	18 Mar, 2025 04:17:28 PM	0:05:08		Internal
597058441851			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Mar, 2025 06:01:09 PM	03 Apr, 2025 12:15:37 PM	18 Mar, 2025 04:17:28 PM	0:05:08		Internal
597058441851			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Mar, 2025 06:01:09 PM	03 Apr, 2025 12:15:37 PM	18 Mar, 2025 04:17:28 PM	0:05:08		Internal
597058441851			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Mar, 2025 06:01:09 PM	03 Apr, 2025 12:15:37 PM	18 Mar, 2025 04:17:28 PM	0:05:08		Internal
597058825415			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Mar, 2025 10:31:25 PM	03 Apr, 2025 12:41:01 PM	20 Mar, 2025 08:07:33 PM	0:03:38		Internal
597058825415			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Mar, 2025 10:31:25 PM	03 Apr, 2025 12:41:01 PM	20 Mar, 2025 08:07:33 PM	0:03:38		Internal
597058825415			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Mar, 2025 10:31:25 PM	03 Apr, 2025 12:41:01 PM	20 Mar, 2025 08:07:33 PM	0:03:38		Internal
597058825415			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Mar, 2025 10:31:25 PM	03 Apr, 2025 12:41:01 PM	20 Mar, 2025 08:07:33 PM	0:03:38		Internal
597058825415			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Mar, 2025 10:31:25 PM	03 Apr, 2025 12:41:01 PM	20 Mar, 2025 08:07:33 PM	0:03:38		Internal
597058825415			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		20 Mar, 2025 10:31:25 PM	03 Apr, 2025 12:41:01 PM	20 Mar, 2025 08:07:33 PM	0:03:38		Internal
597058825415			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 Mar, 2025 10:31:25 PM	03 Apr, 2025 12:41:01 PM	20 Mar, 2025 08:07:33 PM	0:03:38		Internal
597058825415			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 Mar, 2025 10:31:25 PM	03 Apr, 2025 12:41:01 PM	20 Mar, 2025 08:07:33 PM	0:03:38		Internal
597058825415			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 Mar, 2025 10:31:25 PM	03 Apr, 2025 12:41:01 PM	20 Mar, 2025 08:07:33 PM	0:03:38		Internal
597058825415			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		20 Mar, 2025 10:31:25 PM	03 Apr, 2025 12:41:01 PM	20 Mar, 2025 08:07:33 PM	0:03:38		Internal
597058825415			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		20 Mar, 2025 10:31:25 PM	03 Apr, 2025 12:41:01 PM	20 Mar, 2025 08:07:33 PM	0:03:38		Internal
597058825415			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Mar, 2025 10:31:25 PM	03 Apr, 2025 12:41:01 PM	20 Mar, 2025 08:07:33 PM	0:03:38		Internal
597058825415			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 Mar, 2025 10:31:25 PM	03 Apr, 2025 12:41:01 PM	20 Mar, 2025 08:07:33 PM	0:03:38		Internal
597058825415			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		20 Mar, 2025 10:31:25 PM	03 Apr, 2025 12:41:01 PM	20 Mar, 2025 08:07:33 PM	0:03:38		Internal
597058825415			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		20 Mar, 2025 10:31:25 PM	03 Apr, 2025 12:41:01 PM	20 Mar, 2025 08:07:33 PM	0:03:38		Internal
597058825415			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Mar, 2025 10:31:25 PM	03 Apr, 2025 12:41:01 PM	20 Mar, 2025 08:07:33 PM	0:03:38		Internal
597058825415			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 Mar, 2025 10:31:25 PM	03 Apr, 2025 12:41:01 PM	20 Mar, 2025 08:07:33 PM	0:03:38		Internal
597058825415			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		20 Mar, 2025 10:31:25 PM	03 Apr, 2025 12:41:01 PM	20 Mar, 2025 08:07:33 PM	0:03:38		Internal
597058825415			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		20 Mar, 2025 10:31:25 PM	03 Apr, 2025 12:41:01 PM	20 Mar, 2025 08:07:33 PM	0:03:38		Internal
597058825415			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Mar, 2025 10:31:25 PM	03 Apr, 2025 12:41:01 PM	20 Mar, 2025 08:07:33 PM	0:03:38		Internal
597058825415			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 Mar, 2025 10:31:25 PM	03 Apr, 2025 12:41:01 PM	20 Mar, 2025 08:07:33 PM	0:03:38		Internal
597058825415			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 Mar, 2025 10:31:25 PM	03 Apr, 2025 12:41:01 PM	20 Mar, 2025 08:07:33 PM	0:03:38		Internal
597058825415			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		20 Mar, 2025 10:31:25 PM	03 Apr, 2025 12:41:01 PM	20 Mar, 2025 08:07:33 PM	0:03:38		Internal
597058825415			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 Mar, 2025 10:31:25 PM	03 Apr, 2025 12:41:01 PM	20 Mar, 2025 08:07:33 PM	0:03:38		Internal
597058825415			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Mar, 2025 10:31:25 PM	03 Apr, 2025 12:41:01 PM	20 Mar, 2025 08:07:33 PM	0:03:38		Internal
597058825415			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Mar, 2025 10:31:25 PM	03 Apr, 2025 12:41:01 PM	20 Mar, 2025 08:07:33 PM	0:03:38		Internal
621942292617			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Apr, 2025 12:49:46 PM	03 Apr, 2025 01:15:15 PM	01 Apr, 2025 02:45:57 PM	0:04:32		Internal
621942292617			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Apr, 2025 12:49:46 PM	03 Apr, 2025 01:15:15 PM	01 Apr, 2025 02:45:57 PM	0:04:32		Internal
621942292617			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Apr, 2025 12:49:46 PM	03 Apr, 2025 01:15:15 PM	01 Apr, 2025 02:45:57 PM	0:04:32		Internal
621942292617			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Apr, 2025 12:49:46 PM	03 Apr, 2025 01:15:15 PM	01 Apr, 2025 02:45:57 PM	0:04:32		Internal
621942292617			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Apr, 2025 12:49:46 PM	03 Apr, 2025 01:15:15 PM	01 Apr, 2025 02:45:57 PM	0:04:32		Internal
621942292617			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Apr, 2025 12:49:46 PM	03 Apr, 2025 01:15:15 PM	01 Apr, 2025 02:45:57 PM	0:04:32		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621942292617	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	03 Apr, 2025 12:49:46 PM	03 Apr, 2025 01:15:15 PM	01 Apr, 2025 02:45:57 PM	0:04:32		Internal
621942292617			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Apr, 2025 12:49:46 PM	03 Apr, 2025 01:15:15 PM	01 Apr, 2025 02:45:57 PM	0:04:32		Internal
621942292617			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Apr, 2025 12:49:46 PM	03 Apr, 2025 01:15:15 PM	01 Apr, 2025 02:45:57 PM	0:04:32		Internal
621942292617			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Apr, 2025 12:49:46 PM	03 Apr, 2025 01:15:15 PM	01 Apr, 2025 02:45:57 PM	0:04:32		Internal
621942292617			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Apr, 2025 12:49:46 PM	03 Apr, 2025 01:15:15 PM	01 Apr, 2025 02:45:57 PM	0:04:32		Internal
621942292617			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Apr, 2025 12:49:46 PM	03 Apr, 2025 01:15:15 PM	01 Apr, 2025 02:45:57 PM	0:04:32		Internal
621942292617			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Apr, 2025 12:49:46 PM	03 Apr, 2025 01:15:15 PM	01 Apr, 2025 02:45:57 PM	0:04:32		Internal
621942292617			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Apr, 2025 12:49:46 PM	03 Apr, 2025 01:15:15 PM	01 Apr, 2025 02:45:57 PM	0:04:32		Internal
621942292617			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Apr, 2025 12:49:46 PM	03 Apr, 2025 01:15:15 PM	01 Apr, 2025 02:45:57 PM	0:04:32		Internal
621942292617			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Apr, 2025 12:49:46 PM	03 Apr, 2025 01:15:15 PM	01 Apr, 2025 02:45:57 PM	0:04:32		Internal
621942292617			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Apr, 2025 12:49:46 PM	03 Apr, 2025 01:15:15 PM	01 Apr, 2025 02:45:57 PM	0:04:32		Internal
621942292617			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Apr, 2025 12:49:46 PM	03 Apr, 2025 01:15:15 PM	01 Apr, 2025 02:45:57 PM	0:04:32		Internal
621942292617			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Apr, 2025 12:49:46 PM	03 Apr, 2025 01:15:15 PM	01 Apr, 2025 02:45:57 PM	0:04:32		Internal
621942292617			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Apr, 2025 12:49:46 PM	03 Apr, 2025 01:15:15 PM	01 Apr, 2025 02:45:57 PM	0:04:32		Internal
621942292617			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Apr, 2025 12:49:46 PM	03 Apr, 2025 01:15:15 PM	01 Apr, 2025 02:45:57 PM	0:04:32		Internal
621942292617			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Apr, 2025 12:49:46 PM	03 Apr, 2025 01:15:15 PM	01 Apr, 2025 02:45:57 PM	0:04:32		Internal
621942292617			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Apr, 2025 12:49:46 PM	03 Apr, 2025 01:15:15 PM	01 Apr, 2025 02:45:57 PM	0:04:32		Internal
621942292617			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Apr, 2025 12:49:46 PM	03 Apr, 2025 01:15:15 PM	01 Apr, 2025 02:45:57 PM	0:04:32		Internal
621942292617			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Apr, 2025 12:49:46 PM	03 Apr, 2025 01:15:15 PM	01 Apr, 2025 02:45:57 PM	0:04:32		Internal
621942292617			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Apr, 2025 12:49:46 PM	03 Apr, 2025 01:15:15 PM	01 Apr, 2025 02:45:57 PM	0:04:32		Internal
597058961030			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Mar, 2025 03:27:23 PM	03 Apr, 2025 01:48:28 PM	21 Mar, 2025 06:18:32 PM	0:04:08		Internal
597058961030			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Mar, 2025 03:27:23 PM	03 Apr, 2025 01:48:28 PM	21 Mar, 2025 06:18:32 PM	0:04:08		Internal
597058961030			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Mar, 2025 03:27:23 PM	03 Apr, 2025 01:48:28 PM	21 Mar, 2025 06:18:32 PM	0:04:08		Internal
597058961030			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Mar, 2025 03:27:23 PM	03 Apr, 2025 01:48:28 PM	21 Mar, 2025 06:18:32 PM	0:04:08		Internal
597058961030			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Mar, 2025 03:27:23 PM	03 Apr, 2025 01:48:28 PM	21 Mar, 2025 06:18:32 PM	0:04:08		Internal
597058961030			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Mar, 2025 03:27:23 PM	03 Apr, 2025 01:48:28 PM	21 Mar, 2025 06:18:32 PM	0:04:08		Internal
597058961030			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Mar, 2025 03:27:23 PM	03 Apr, 2025 01:48:28 PM	21 Mar, 2025 06:18:32 PM	0:04:08		Internal
597058961030			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Mar, 2025 03:27:23 PM	03 Apr, 2025 01:48:28 PM	21 Mar, 2025 06:18:32 PM	0:04:08		Internal
597058961030			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Mar, 2025 03:27:23 PM	03 Apr, 2025 01:48:28 PM	21 Mar, 2025 06:18:32 PM	0:04:08		Internal
597058961030			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Mar, 2025 03:27:23 PM	03 Apr, 2025 01:48:28 PM	21 Mar, 2025 06:18:32 PM	0:04:08		Internal
597058961030			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Mar, 2025 03:27:23 PM	03 Apr, 2025 01:48:28 PM	21 Mar, 2025 06:18:32 PM	0:04:08		Internal
597058961030			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Mar, 2025 03:27:23 PM	03 Apr, 2025 01:48:28 PM	21 Mar, 2025 06:18:32 PM	0:04:08		Internal
597058961030			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Mar, 2025 03:27:23 PM	03 Apr, 2025 01:48:28 PM	21 Mar, 2025 06:18:32 PM	0:04:08		Internal
597058961030			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Mar, 2025 03:27:23 PM	03 Apr, 2025 01:48:28 PM	21 Mar, 2025 06:18:32 PM	0:04:08		Internal
597058961030			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Mar, 2025 03:27:23 PM	03 Apr, 2025 01:48:28 PM	21 Mar, 2025 06:18:32 PM	0:04:08		Internal
597058961030			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Mar, 2025 03:27:23 PM	03 Apr, 2025 01:48:28 PM	21 Mar, 2025 06:18:32 PM	0:04:08		Internal
597058961030			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Mar, 2025 03:27:23 PM	03 Apr, 2025 01:48:28 PM	21 Mar, 2025 06:18:32 PM	0:04:08		Internal
597058961030			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Mar, 2025 03:27:23 PM	03 Apr, 2025 01:48:28 PM	21 Mar, 2025 06:18:32 PM	0:04:08		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
597058961030	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	27 Mar, 2025 03:27:23 PM	03 Apr, 2025 01:48:28 PM	21 Mar, 2025 06:18:32 PM	0:04:08		Internal
597058961030			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Mar, 2025 03:27:23 PM	03 Apr, 2025 01:48:28 PM	21 Mar, 2025 06:18:32 PM	0:04:08		Internal
597058961030			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Mar, 2025 03:27:23 PM	03 Apr, 2025 01:48:28 PM	21 Mar, 2025 06:18:32 PM	0:04:08		Internal
597058961030			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Mar, 2025 03:27:23 PM	03 Apr, 2025 01:48:28 PM	21 Mar, 2025 06:18:32 PM	0:04:08		Internal
597058961030			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		27 Mar, 2025 03:27:23 PM	03 Apr, 2025 01:48:28 PM	21 Mar, 2025 06:18:32 PM	0:04:08		Internal
597058961030			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Mar, 2025 03:27:23 PM	03 Apr, 2025 01:48:28 PM	21 Mar, 2025 06:18:32 PM	0:04:08		Internal
597058961030			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Mar, 2025 03:27:23 PM	03 Apr, 2025 01:48:28 PM	21 Mar, 2025 06:18:32 PM	0:04:08		Internal
597058961030			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Mar, 2025 03:27:23 PM	03 Apr, 2025 01:48:28 PM	21 Mar, 2025 06:18:32 PM	0:04:08		Internal
621942042135			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 Mar, 2025 01:31:52 PM	03 Apr, 2025 01:59:03 PM	31 Mar, 2025 01:15:06 PM	0:04:52		Internal
621942042135			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 Mar, 2025 01:31:52 PM	03 Apr, 2025 01:59:03 PM	31 Mar, 2025 01:15:06 PM	0:04:52		Internal
621942042135			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 Mar, 2025 01:31:52 PM	03 Apr, 2025 01:59:03 PM	31 Mar, 2025 01:15:06 PM	0:04:52		Internal
621942042135			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 Mar, 2025 01:31:52 PM	03 Apr, 2025 01:59:03 PM	31 Mar, 2025 01:15:06 PM	0:04:52		Internal
621942042135			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 Mar, 2025 01:31:52 PM	03 Apr, 2025 01:59:03 PM	31 Mar, 2025 01:15:06 PM	0:04:52		Internal
621942042135			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 Mar, 2025 01:31:52 PM	03 Apr, 2025 01:59:03 PM	31 Mar, 2025 01:15:06 PM	0:04:52		Internal
621942042135			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 Mar, 2025 01:31:52 PM	03 Apr, 2025 01:59:03 PM	31 Mar, 2025 01:15:06 PM	0:04:52		Internal
621942042135			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 Mar, 2025 01:31:52 PM	03 Apr, 2025 01:59:03 PM	31 Mar, 2025 01:15:06 PM	0:04:52		Internal
621942042135			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 Mar, 2025 01:31:52 PM	03 Apr, 2025 01:59:03 PM	31 Mar, 2025 01:15:06 PM	0:04:52		Internal
621942042135			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 Mar, 2025 01:31:52 PM	03 Apr, 2025 01:59:03 PM	31 Mar, 2025 01:15:06 PM	0:04:52		Internal
621942042135			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		31 Mar, 2025 01:31:52 PM	03 Apr, 2025 01:59:03 PM	31 Mar, 2025 01:15:06 PM	0:04:52		Internal
621942042135			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 Mar, 2025 01:31:52 PM	03 Apr, 2025 01:59:03 PM	31 Mar, 2025 01:15:06 PM	0:04:52		Internal
621942042135			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 Mar, 2025 01:31:52 PM	03 Apr, 2025 01:59:03 PM	31 Mar, 2025 01:15:06 PM	0:04:52		Internal
621942042135			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 Mar, 2025 01:31:52 PM	03 Apr, 2025 01:59:03 PM	31 Mar, 2025 01:15:06 PM	0:04:52		Internal
621942042135			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 Mar, 2025 01:31:52 PM	03 Apr, 2025 01:59:03 PM	31 Mar, 2025 01:15:06 PM	0:04:52		Internal
621942042135			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 Mar, 2025 01:31:52 PM	03 Apr, 2025 01:59:03 PM	31 Mar, 2025 01:15:06 PM	0:04:52		Internal
621942042135			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 Mar, 2025 01:31:52 PM	03 Apr, 2025 01:59:03 PM	31 Mar, 2025 01:15:06 PM	0:04:52		Internal
621942042135			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 Mar, 2025 01:31:52 PM	03 Apr, 2025 01:59:03 PM	31 Mar, 2025 01:15:06 PM	0:04:52		Internal
621942042135			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		31 Mar, 2025 01:31:52 PM	03 Apr, 2025 01:59:03 PM	31 Mar, 2025 01:15:06 PM	0:04:52		Internal
621942042135			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radi		31 Mar, 2025 01:31:52 PM	03 Apr, 2025 01:59:03 PM	31 Mar, 2025 01:15:06 PM	0:04:52		Internal
621942042135			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 Mar, 2025 01:31:52 PM	03 Apr, 2025 01:59:03 PM	31 Mar, 2025 01:15:06 PM	0:04:52		Internal
621942042135			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 Mar, 2025 01:31:52 PM	03 Apr, 2025 01:59:03 PM	31 Mar, 2025 01:15:06 PM	0:04:52		Internal
621942042135			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		31 Mar, 2025 01:31:52 PM	03 Apr, 2025 01:59:03 PM	31 Mar, 2025 01:15:06 PM	0:04:52		Internal
621942042135			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 Mar, 2025 01:31:52 PM	03 Apr, 2025 01:59:03 PM	31 Mar, 2025 01:15:06 PM	0:04:52		Internal
621942042135			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 Mar, 2025 01:31:52 PM	03 Apr, 2025 01:59:03 PM	31 Mar, 2025 01:15:06 PM	0:04:52		Internal
621942042135			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 Mar, 2025 01:31:52 PM	03 Apr, 2025 01:59:03 PM	31 Mar, 2025 01:15:06 PM	0:04:52		Internal
621941696994			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Mar, 2025 08:02:13 PM	03 Apr, 2025 02:11:08 PM	27 Mar, 2025 03:53:21 PM	0:02:02		Internal
621941696994			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Mar, 2025 08:02:13 PM	03 Apr, 2025 02:11:08 PM	27 Mar, 2025 03:53:21 PM	0:02:02		Internal
621941696994			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Mar, 2025 08:02:13 PM	03 Apr, 2025 02:11:08 PM	27 Mar, 2025 03:53:21 PM	0:02:02		Internal
621941696994			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Mar, 2025 08:02:13 PM	03 Apr, 2025 02:11:08 PM	27 Mar, 2025 03:53:21 PM	0:02:02		Internal
621941696994			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Mar, 2025 08:02:13 PM	03 Apr, 2025 02:11:08 PM	27 Mar, 2025 03:53:21 PM	0:02:02		Internal
621941696994			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Mar, 2025 08:02:13 PM	03 Apr, 2025 02:11:08 PM	27 Mar, 2025 03:53:21 PM	0:02:02		Internal
621941696994			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Mar, 2025 08:02:13 PM	03 Apr, 2025 02:11:08 PM	27 Mar, 2025 03:53:21 PM	0:02:02		Internal
621941696994			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Mar, 2025 08:02:13 PM	03 Apr, 2025 02:11:08 PM	27 Mar, 2025 03:53:21 PM	0:02:02		Internal
621941696994			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Mar, 2025 08:02:13 PM	03 Apr, 2025 02:11:08 PM	27 Mar, 2025 03:53:21 PM	0:02:02		Internal
621941696994			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Mar, 2025 08:02:13 PM	03 Apr, 2025 02:11:08 PM	27 Mar, 2025 03:53:21 PM	0:02:02		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621941696994	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	28 Mar, 2025 08:02:13 PM	03 Apr, 2025 02:11:08 PM	27 Mar, 2025 03:53:21 PM	0:02:02		Internal
621941696994			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Mar, 2025 08:02:13 PM	03 Apr, 2025 02:11:08 PM	27 Mar, 2025 03:53:21 PM	0:02:02		Internal
621941696994			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Mar, 2025 08:02:13 PM	03 Apr, 2025 02:11:08 PM	27 Mar, 2025 03:53:21 PM	0:02:02		Internal
621941696994			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Mar, 2025 08:02:13 PM	03 Apr, 2025 02:11:08 PM	27 Mar, 2025 03:53:21 PM	0:02:02		Internal
621941696994			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Mar, 2025 08:02:13 PM	03 Apr, 2025 02:11:08 PM	27 Mar, 2025 03:53:21 PM	0:02:02		Internal
621941696994			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Mar, 2025 08:02:13 PM	03 Apr, 2025 02:11:08 PM	27 Mar, 2025 03:53:21 PM	0:02:02		Internal
621941696994			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Mar, 2025 08:02:13 PM	03 Apr, 2025 02:11:08 PM	27 Mar, 2025 03:53:21 PM	0:02:02		Internal
621941696994			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Mar, 2025 08:02:13 PM	03 Apr, 2025 02:11:08 PM	27 Mar, 2025 03:53:21 PM	0:02:02		Internal
621941696994			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Mar, 2025 08:02:13 PM	03 Apr, 2025 02:11:08 PM	27 Mar, 2025 03:53:21 PM	0:02:02		Internal
621941696994			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Mar, 2025 08:02:13 PM	03 Apr, 2025 02:11:08 PM	27 Mar, 2025 03:53:21 PM	0:02:02		Internal
621941696994			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Mar, 2025 08:02:13 PM	03 Apr, 2025 02:11:08 PM	27 Mar, 2025 03:53:21 PM	0:02:02		Internal
621941696994			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Mar, 2025 08:02:13 PM	03 Apr, 2025 02:11:08 PM	27 Mar, 2025 03:53:21 PM	0:02:02		Internal
621941696994			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		28 Mar, 2025 08:02:13 PM	03 Apr, 2025 02:11:08 PM	27 Mar, 2025 03:53:21 PM	0:02:02		Internal
621941696994			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Mar, 2025 08:02:13 PM	03 Apr, 2025 02:11:08 PM	27 Mar, 2025 03:53:21 PM	0:02:02		Internal
621941696994			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Mar, 2025 08:02:13 PM	03 Apr, 2025 02:11:08 PM	27 Mar, 2025 03:53:21 PM	0:02:02		Internal
621941696994			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Mar, 2025 08:02:13 PM	03 Apr, 2025 02:11:08 PM	27 Mar, 2025 03:53:21 PM	0:02:02		Internal
621942632629			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Apr, 2025 02:08:22 PM	03 Apr, 2025 02:12:18 PM	03 Apr, 2025 10:47:45 AM	0:02:23		Internal
621942632629			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Apr, 2025 02:08:22 PM	03 Apr, 2025 02:12:18 PM	03 Apr, 2025 10:47:45 AM	0:02:23		Internal
621942632629			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Apr, 2025 02:08:22 PM	03 Apr, 2025 02:12:18 PM	03 Apr, 2025 10:47:45 AM	0:02:23		Internal
621942632629			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Apr, 2025 02:08:22 PM	03 Apr, 2025 02:12:18 PM	03 Apr, 2025 10:47:45 AM	0:02:23		Internal
621942632629			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Apr, 2025 02:08:22 PM	03 Apr, 2025 02:12:18 PM	03 Apr, 2025 10:47:45 AM	0:02:23		Internal
621942632629			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Apr, 2025 02:08:22 PM	03 Apr, 2025 02:12:18 PM	03 Apr, 2025 10:47:45 AM	0:02:23		Internal
621942632629			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Apr, 2025 02:08:22 PM	03 Apr, 2025 02:12:18 PM	03 Apr, 2025 10:47:45 AM	0:02:23		Internal
621942632629			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Apr, 2025 02:08:22 PM	03 Apr, 2025 02:12:18 PM	03 Apr, 2025 10:47:45 AM	0:02:23		Internal
621942632629			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Apr, 2025 02:08:22 PM	03 Apr, 2025 02:12:18 PM	03 Apr, 2025 10:47:45 AM	0:02:23		Internal
621942632629			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Apr, 2025 02:08:22 PM	03 Apr, 2025 02:12:18 PM	03 Apr, 2025 10:47:45 AM	0:02:23		Internal
621942632629			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Apr, 2025 02:08:22 PM	03 Apr, 2025 02:12:18 PM	03 Apr, 2025 10:47:45 AM	0:02:23		Internal
621942632629			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Apr, 2025 02:08:22 PM	03 Apr, 2025 02:12:18 PM	03 Apr, 2025 10:47:45 AM	0:02:23		Internal
621942632629			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Apr, 2025 02:08:22 PM	03 Apr, 2025 02:12:18 PM	03 Apr, 2025 10:47:45 AM	0:02:23		Internal
621942632629			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Apr, 2025 02:08:22 PM	03 Apr, 2025 02:12:18 PM	03 Apr, 2025 10:47:45 AM	0:02:23		Internal
621942632629			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Apr, 2025 02:08:22 PM	03 Apr, 2025 02:12:18 PM	03 Apr, 2025 10:47:45 AM	0:02:23		Internal
621942632629			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Apr, 2025 02:08:22 PM	03 Apr, 2025 02:12:18 PM	03 Apr, 2025 10:47:45 AM	0:02:23		Internal
621942632629			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Apr, 2025 02:08:22 PM	03 Apr, 2025 02:12:18 PM	03 Apr, 2025 10:47:45 AM	0:02:23		Internal
621942632629			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Apr, 2025 02:08:22 PM	03 Apr, 2025 02:12:18 PM	03 Apr, 2025 10:47:45 AM	0:02:23		Internal
621942632629			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Apr, 2025 02:08:22 PM	03 Apr, 2025 02:12:18 PM	03 Apr, 2025 10:47:45 AM	0:02:23		Internal
621942632629			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Apr, 2025 02:08:22 PM	03 Apr, 2025 02:12:18 PM	03 Apr, 2025 10:47:45 AM	0:02:23		Internal
621942632629			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Apr, 2025 02:08:22 PM	03 Apr, 2025 02:12:18 PM	03 Apr, 2025 10:47:45 AM	0:02:23		Internal
621942632629			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Apr, 2025 02:08:22 PM	03 Apr, 2025 02:12:18 PM	03 Apr, 2025 10:47:45 AM	0:02:23		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621942632629	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	[redacted]	03 Apr, 2025 02:08:22 PM	03 Apr, 2025 02:12:18 PM	03 Apr, 2025 10:47:45 AM	0:02:23		Internal
621942632629			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Apr, 2025 02:08:22 PM	03 Apr, 2025 02:12:18 PM	03 Apr, 2025 10:47:45 AM	0:02:23		Internal
621942632629			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Apr, 2025 02:08:22 PM	03 Apr, 2025 02:12:18 PM	03 Apr, 2025 10:47:45 AM	0:02:23		Internal
621942632629			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Apr, 2025 02:08:22 PM	03 Apr, 2025 02:12:18 PM	03 Apr, 2025 10:47:45 AM	0:02:23		Internal
621942044554			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 Mar, 2025 01:31:56 PM	03 Apr, 2025 02:18:46 PM	31 Mar, 2025 01:20:11 PM	0:03:42		Internal
621942044554			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 Mar, 2025 01:31:56 PM	03 Apr, 2025 02:18:46 PM	31 Mar, 2025 01:20:11 PM	0:03:42		Internal
621942044554			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 Mar, 2025 01:31:56 PM	03 Apr, 2025 02:18:46 PM	31 Mar, 2025 01:20:11 PM	0:03:42		Internal
621942044554			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 Mar, 2025 01:31:56 PM	03 Apr, 2025 02:18:46 PM	31 Mar, 2025 01:20:11 PM	0:03:42		Internal
621942044554			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 Mar, 2025 01:31:56 PM	03 Apr, 2025 02:18:46 PM	31 Mar, 2025 01:20:11 PM	0:03:42		Internal
621942044554			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 Mar, 2025 01:31:56 PM	03 Apr, 2025 02:18:46 PM	31 Mar, 2025 01:20:11 PM	0:03:42		Internal
621942044554			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 Mar, 2025 01:31:56 PM	03 Apr, 2025 02:18:46 PM	31 Mar, 2025 01:20:11 PM	0:03:42		Internal
621942044554			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 Mar, 2025 01:31:56 PM	03 Apr, 2025 02:18:46 PM	31 Mar, 2025 01:20:11 PM	0:03:42		Internal
621942044554			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 Mar, 2025 01:31:56 PM	03 Apr, 2025 02:18:46 PM	31 Mar, 2025 01:20:11 PM	0:03:42		Internal
621942044554			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 Mar, 2025 01:31:56 PM	03 Apr, 2025 02:18:46 PM	31 Mar, 2025 01:20:11 PM	0:03:42		Internal
621942044554			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		31 Mar, 2025 01:31:56 PM	03 Apr, 2025 02:18:46 PM	31 Mar, 2025 01:20:11 PM	0:03:42		Internal
621942044554			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 Mar, 2025 01:31:56 PM	03 Apr, 2025 02:18:46 PM	31 Mar, 2025 01:20:11 PM	0:03:42		Internal
621942044554			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 Mar, 2025 01:31:56 PM	03 Apr, 2025 02:18:46 PM	31 Mar, 2025 01:20:11 PM	0:03:42		Internal
621942044554			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 Mar, 2025 01:31:56 PM	03 Apr, 2025 02:18:46 PM	31 Mar, 2025 01:20:11 PM	0:03:42		Internal
621942044554			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 Mar, 2025 01:31:56 PM	03 Apr, 2025 02:18:46 PM	31 Mar, 2025 01:20:11 PM	0:03:42		Internal
621942044554			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 Mar, 2025 01:31:56 PM	03 Apr, 2025 02:18:46 PM	31 Mar, 2025 01:20:11 PM	0:03:42		Internal
621942044554			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 Mar, 2025 01:31:56 PM	03 Apr, 2025 02:18:46 PM	31 Mar, 2025 01:20:11 PM	0:03:42		Internal
621942044554			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 Mar, 2025 01:31:56 PM	03 Apr, 2025 02:18:46 PM	31 Mar, 2025 01:20:11 PM	0:03:42		Internal
621942044554			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		31 Mar, 2025 01:31:56 PM	03 Apr, 2025 02:18:46 PM	31 Mar, 2025 01:20:11 PM	0:03:42		Internal
621942044554			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 Mar, 2025 01:31:56 PM	03 Apr, 2025 02:18:46 PM	31 Mar, 2025 01:20:11 PM	0:03:42		Internal
621942044554			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 Mar, 2025 01:31:56 PM	03 Apr, 2025 02:18:46 PM	31 Mar, 2025 01:20:11 PM	0:03:42		Internal
621942044554			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 Mar, 2025 01:31:56 PM	03 Apr, 2025 02:18:46 PM	31 Mar, 2025 01:20:11 PM	0:03:42		Internal
621942044554			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		31 Mar, 2025 01:31:56 PM	03 Apr, 2025 02:18:46 PM	31 Mar, 2025 01:20:11 PM	0:03:42		Internal
621942044554			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 Mar, 2025 01:31:56 PM	03 Apr, 2025 02:18:46 PM	31 Mar, 2025 01:20:11 PM	0:03:42		Internal
621942044554			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 Mar, 2025 01:31:56 PM	03 Apr, 2025 02:18:46 PM	31 Mar, 2025 01:20:11 PM	0:03:42		Internal
621942044554			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 Mar, 2025 01:31:56 PM	03 Apr, 2025 02:18:46 PM	31 Mar, 2025 01:20:11 PM	0:03:42		Internal
621942252176			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Apr, 2025 02:24:07 PM	03 Apr, 2025 02:29:01 PM	01 Apr, 2025 12:05:57 PM	0:02:10		Internal
621942252176			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Apr, 2025 02:24:07 PM	03 Apr, 2025 02:29:01 PM	01 Apr, 2025 12:05:57 PM	0:02:10		Internal
621942252176			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Apr, 2025 02:24:07 PM	03 Apr, 2025 02:29:01 PM	01 Apr, 2025 12:05:57 PM	0:02:10		Internal
621942252176			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Apr, 2025 02:24:07 PM	03 Apr, 2025 02:29:01 PM	01 Apr, 2025 12:05:57 PM	0:02:10		Internal
621942252176			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Apr, 2025 02:24:07 PM	03 Apr, 2025 02:29:01 PM	01 Apr, 2025 12:05:57 PM	0:02:10		Internal
621942252176			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Apr, 2025 02:24:07 PM	03 Apr, 2025 02:29:01 PM	01 Apr, 2025 12:05:57 PM	0:02:10		Internal
621942252176			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Apr, 2025 02:24:07 PM	03 Apr, 2025 02:29:01 PM	01 Apr, 2025 12:05:57 PM	0:02:10		Internal
621942252176			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Apr, 2025 02:24:07 PM	03 Apr, 2025 02:29:01 PM	01 Apr, 2025 12:05:57 PM	0:02:10		Internal
621942252176			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Apr, 2025 02:24:07 PM	03 Apr, 2025 02:29:01 PM	01 Apr, 2025 12:05:57 PM	0:02:10		Internal
621942252176			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Apr, 2025 02:24:07 PM	03 Apr, 2025 02:29:01 PM	01 Apr, 2025 12:05:57 PM	0:02:10		Internal
621942252176			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Apr, 2025 02:24:07 PM	03 Apr, 2025 02:29:01 PM	01 Apr, 2025 12:05:57 PM	0:02:10		Internal
621942252176			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Apr, 2025 02:24:07 PM	03 Apr, 2025 02:29:01 PM	01 Apr, 2025 12:05:57 PM	0:02:10		Internal
621942252176			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Apr, 2025 02:24:07 PM	03 Apr, 2025 02:29:01 PM	01 Apr, 2025 12:05:57 PM	0:02:10		Internal
621942252176			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Apr, 2025 02:24:07 PM	03 Apr, 2025 02:29:01 PM	01 Apr, 2025 12:05:57 PM	0:02:10		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621942252176	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	03 Apr, 2025 02:24:07 PM	03 Apr, 2025 02:29:01 PM	01 Apr, 2025 12:05:57 PM	0:02:10		Internal
621942252176			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Apr, 2025 02:24:07 PM	03 Apr, 2025 02:29:01 PM	01 Apr, 2025 12:05:57 PM	0:02:10		Internal
621942252176			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Apr, 2025 02:24:07 PM	03 Apr, 2025 02:29:01 PM	01 Apr, 2025 12:05:57 PM	0:02:10		Internal
621942252176			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Apr, 2025 02:24:07 PM	03 Apr, 2025 02:29:01 PM	01 Apr, 2025 12:05:57 PM	0:02:10		Internal
621942252176			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Apr, 2025 02:24:07 PM	03 Apr, 2025 02:29:01 PM	01 Apr, 2025 12:05:57 PM	0:02:10		Internal
621942252176			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Apr, 2025 02:24:07 PM	03 Apr, 2025 02:29:01 PM	01 Apr, 2025 12:05:57 PM	0:02:10		Internal
621942252176			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Apr, 2025 02:24:07 PM	03 Apr, 2025 02:29:01 PM	01 Apr, 2025 12:05:57 PM	0:02:10		Internal
621942252176			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Apr, 2025 02:24:07 PM	03 Apr, 2025 02:29:01 PM	01 Apr, 2025 12:05:57 PM	0:02:10		Internal
621942252176			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Apr, 2025 02:24:07 PM	03 Apr, 2025 02:29:01 PM	01 Apr, 2025 12:05:57 PM	0:02:10		Internal
621942252176			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Apr, 2025 02:24:07 PM	03 Apr, 2025 02:29:01 PM	01 Apr, 2025 12:05:57 PM	0:02:10		Internal
621942252176			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Apr, 2025 02:24:07 PM	03 Apr, 2025 02:29:01 PM	01 Apr, 2025 12:05:57 PM	0:02:10		Internal
621942252176			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Apr, 2025 02:24:07 PM	03 Apr, 2025 02:29:01 PM	01 Apr, 2025 12:05:57 PM	0:02:10		Internal
621942295505			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Apr, 2025 02:38:59 PM	03 Apr, 2025 02:42:24 PM	01 Apr, 2025 02:38:19 PM	0:03:38		Internal
621942295505			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Apr, 2025 02:38:59 PM	03 Apr, 2025 02:42:24 PM	01 Apr, 2025 02:38:19 PM	0:03:38		Internal
621942295505			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Apr, 2025 02:38:59 PM	03 Apr, 2025 02:42:24 PM	01 Apr, 2025 02:38:19 PM	0:03:38		Internal
621942295505			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Apr, 2025 02:38:59 PM	03 Apr, 2025 02:42:24 PM	01 Apr, 2025 02:38:19 PM	0:03:38		Internal
621942295505			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Apr, 2025 02:38:59 PM	03 Apr, 2025 02:42:24 PM	01 Apr, 2025 02:38:19 PM	0:03:38		Internal
621942295505			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Apr, 2025 02:38:59 PM	03 Apr, 2025 02:42:24 PM	01 Apr, 2025 02:38:19 PM	0:03:38		Internal
621942295505			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Apr, 2025 02:38:59 PM	03 Apr, 2025 02:42:24 PM	01 Apr, 2025 02:38:19 PM	0:03:38		Internal
621942295505			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Apr, 2025 02:38:59 PM	03 Apr, 2025 02:42:24 PM	01 Apr, 2025 02:38:19 PM	0:03:38		Internal
621942295505			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Apr, 2025 02:38:59 PM	03 Apr, 2025 02:42:24 PM	01 Apr, 2025 02:38:19 PM	0:03:38		Internal
621942295505			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Apr, 2025 02:38:59 PM	03 Apr, 2025 02:42:24 PM	01 Apr, 2025 02:38:19 PM	0:03:38		Internal
621942295505			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Apr, 2025 02:38:59 PM	03 Apr, 2025 02:42:24 PM	01 Apr, 2025 02:38:19 PM	0:03:38		Internal
621942295505			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Apr, 2025 02:38:59 PM	03 Apr, 2025 02:42:24 PM	01 Apr, 2025 02:38:19 PM	0:03:38		Internal
621942295505			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Apr, 2025 02:38:59 PM	03 Apr, 2025 02:42:24 PM	01 Apr, 2025 02:38:19 PM	0:03:38		Internal
621942295505			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Apr, 2025 02:38:59 PM	03 Apr, 2025 02:42:24 PM	01 Apr, 2025 02:38:19 PM	0:03:38		Internal
621942295505			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Apr, 2025 02:38:59 PM	03 Apr, 2025 02:42:24 PM	01 Apr, 2025 02:38:19 PM	0:03:38		Internal
621942295505			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Apr, 2025 02:38:59 PM	03 Apr, 2025 02:42:24 PM	01 Apr, 2025 02:38:19 PM	0:03:38		Internal
621942295505			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Apr, 2025 02:38:59 PM	03 Apr, 2025 02:42:24 PM	01 Apr, 2025 02:38:19 PM	0:03:38		Internal
621942295505			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Apr, 2025 02:38:59 PM	03 Apr, 2025 02:42:24 PM	01 Apr, 2025 02:38:19 PM	0:03:38		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621942295505	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	03 Apr, 2025 02:38:59 PM	03 Apr, 2025 02:42:24 PM	01 Apr, 2025 02:38:19 PM	0:03:38		Internal
621942295505			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Apr, 2025 02:38:59 PM	03 Apr, 2025 02:42:24 PM	01 Apr, 2025 02:38:19 PM	0:03:38		Internal
621942295505			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Apr, 2025 02:38:59 PM	03 Apr, 2025 02:42:24 PM	01 Apr, 2025 02:38:19 PM	0:03:38		Internal
621942295505			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Apr, 2025 02:38:59 PM	03 Apr, 2025 02:42:24 PM	01 Apr, 2025 02:38:19 PM	0:03:38		Internal
621942295505			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Apr, 2025 02:38:59 PM	03 Apr, 2025 02:42:24 PM	01 Apr, 2025 02:38:19 PM	0:03:38		Internal
621942295505			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Apr, 2025 02:38:59 PM	03 Apr, 2025 02:42:24 PM	01 Apr, 2025 02:38:19 PM	0:03:38		Internal
621942295505			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Apr, 2025 02:38:59 PM	03 Apr, 2025 02:42:24 PM	01 Apr, 2025 02:38:19 PM	0:03:38		Internal
621942295505			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Apr, 2025 02:38:59 PM	03 Apr, 2025 02:42:24 PM	01 Apr, 2025 02:38:19 PM	0:03:38		Internal
621942442163			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Apr, 2025 03:44:48 PM	03 Apr, 2025 03:50:45 PM	02 Apr, 2025 01:14:00 AM	0:03:11		Internal
621942442163			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Apr, 2025 03:44:48 PM	03 Apr, 2025 03:50:45 PM	02 Apr, 2025 01:14:00 AM	0:03:11		Internal
621942442163			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Apr, 2025 03:44:48 PM	03 Apr, 2025 03:50:45 PM	02 Apr, 2025 01:14:00 AM	0:03:11		Internal
621942442163			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Apr, 2025 03:44:48 PM	03 Apr, 2025 03:50:45 PM	02 Apr, 2025 01:14:00 AM	0:03:11		Internal
621942442163			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Apr, 2025 03:44:48 PM	03 Apr, 2025 03:50:45 PM	02 Apr, 2025 01:14:00 AM	0:03:11		Internal
621942442163			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Apr, 2025 03:44:48 PM	03 Apr, 2025 03:50:45 PM	02 Apr, 2025 01:14:00 AM	0:03:11		Internal
621942442163			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Apr, 2025 03:44:48 PM	03 Apr, 2025 03:50:45 PM	02 Apr, 2025 01:14:00 AM	0:03:11		Internal
621942442163			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Apr, 2025 03:44:48 PM	03 Apr, 2025 03:50:45 PM	02 Apr, 2025 01:14:00 AM	0:03:11		Internal
621942442163			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Apr, 2025 03:44:48 PM	03 Apr, 2025 03:50:45 PM	02 Apr, 2025 01:14:00 AM	0:03:11		Internal
621942442163			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Apr, 2025 03:44:48 PM	03 Apr, 2025 03:50:45 PM	02 Apr, 2025 01:14:00 AM	0:03:11		Internal
621942442163			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Apr, 2025 03:44:48 PM	03 Apr, 2025 03:50:45 PM	02 Apr, 2025 01:14:00 AM	0:03:11		Internal
621942442163			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Apr, 2025 03:44:48 PM	03 Apr, 2025 03:50:45 PM	02 Apr, 2025 01:14:00 AM	0:03:11		Internal
621942442163			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Apr, 2025 03:44:48 PM	03 Apr, 2025 03:50:45 PM	02 Apr, 2025 01:14:00 AM	0:03:11		Internal
621942442163			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Apr, 2025 03:44:48 PM	03 Apr, 2025 03:50:45 PM	02 Apr, 2025 01:14:00 AM	0:03:11		Internal
621942442163			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Apr, 2025 03:44:48 PM	03 Apr, 2025 03:50:45 PM	02 Apr, 2025 01:14:00 AM	0:03:11		Internal
621942442163			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Apr, 2025 03:44:48 PM	03 Apr, 2025 03:50:45 PM	02 Apr, 2025 01:14:00 AM	0:03:11		Internal
621942442163			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Apr, 2025 03:44:48 PM	03 Apr, 2025 03:50:45 PM	02 Apr, 2025 01:14:00 AM	0:03:11		Internal
621942442163			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Apr, 2025 03:44:48 PM	03 Apr, 2025 03:50:45 PM	02 Apr, 2025 01:14:00 AM	0:03:11		Internal
621942442163			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Apr, 2025 03:44:48 PM	03 Apr, 2025 03:50:45 PM	02 Apr, 2025 01:14:00 AM	0:03:11		Internal
621942442163			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Apr, 2025 03:44:48 PM	03 Apr, 2025 03:50:45 PM	02 Apr, 2025 01:14:00 AM	0:03:11		Internal
621942442163			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Apr, 2025 03:44:48 PM	03 Apr, 2025 03:50:45 PM	02 Apr, 2025 01:14:00 AM	0:03:11		Internal
621942442163			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Apr, 2025 03:44:48 PM	03 Apr, 2025 03:50:45 PM	02 Apr, 2025 01:14:00 AM	0:03:11		Internal
621942442163			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Apr, 2025 03:44:48 PM	03 Apr, 2025 03:50:45 PM	02 Apr, 2025 01:14:00 AM	0:03:11		Internal
621942442163			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Apr, 2025 03:44:48 PM	03 Apr, 2025 03:50:45 PM	02 Apr, 2025 01:14:00 AM	0:03:11		Internal
621942442163			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Apr, 2025 03:44:48 PM	03 Apr, 2025 03:50:45 PM	02 Apr, 2025 01:14:00 AM	0:03:11		Internal
621942442163			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Apr, 2025 03:44:48 PM	03 Apr, 2025 03:50:45 PM	02 Apr, 2025 01:14:00 AM	0:03:11		Internal
621942582357			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Apr, 2025 04:08:59 PM	03 Apr, 2025 04:13:57 PM	02 Apr, 2025 07:47:27 PM	0:02:51		Internal
621942582357			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Apr, 2025 04:08:59 PM	03 Apr, 2025 04:13:57 PM	02 Apr, 2025 07:47:27 PM	0:02:51		Internal
621942582357			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Apr, 2025 04:08:59 PM	03 Apr, 2025 04:13:57 PM	02 Apr, 2025 07:47:27 PM	0:02:51		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621942582357	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	[redacted]	03 Apr, 2025 04:08:59 PM	03 Apr, 2025 04:13:57 PM	02 Apr, 2025 07:47:27 PM	0:02:51		Internal
621942582357			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Apr, 2025 04:08:59 PM	03 Apr, 2025 04:13:57 PM	02 Apr, 2025 07:47:27 PM	0:02:51		Internal
621942582357			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Apr, 2025 04:08:59 PM	03 Apr, 2025 04:13:57 PM	02 Apr, 2025 07:47:27 PM	0:02:51		Internal
621942582357			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Apr, 2025 04:08:59 PM	03 Apr, 2025 04:13:57 PM	02 Apr, 2025 07:47:27 PM	0:02:51		Internal
621942582357			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Apr, 2025 04:08:59 PM	03 Apr, 2025 04:13:57 PM	02 Apr, 2025 07:47:27 PM	0:02:51		Internal
621942582357			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Apr, 2025 04:08:59 PM	03 Apr, 2025 04:13:57 PM	02 Apr, 2025 07:47:27 PM	0:02:51		Internal
621942582357			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Apr, 2025 04:08:59 PM	03 Apr, 2025 04:13:57 PM	02 Apr, 2025 07:47:27 PM	0:02:51		Internal
621942582357			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Apr, 2025 04:08:59 PM	03 Apr, 2025 04:13:57 PM	02 Apr, 2025 07:47:27 PM	0:02:51		Internal
621942582357			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Apr, 2025 04:08:59 PM	03 Apr, 2025 04:13:57 PM	02 Apr, 2025 07:47:27 PM	0:02:51		Internal
621942582357			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Apr, 2025 04:08:59 PM	03 Apr, 2025 04:13:57 PM	02 Apr, 2025 07:47:27 PM	0:02:51		Internal
621942582357			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Apr, 2025 04:08:59 PM	03 Apr, 2025 04:13:57 PM	02 Apr, 2025 07:47:27 PM	0:02:51		Internal
621942582357			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Apr, 2025 04:08:59 PM	03 Apr, 2025 04:13:57 PM	02 Apr, 2025 07:47:27 PM	0:02:51		Internal
621942582357			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Apr, 2025 04:08:59 PM	03 Apr, 2025 04:13:57 PM	02 Apr, 2025 07:47:27 PM	0:02:51		Internal
621942582357			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Apr, 2025 04:08:59 PM	03 Apr, 2025 04:13:57 PM	02 Apr, 2025 07:47:27 PM	0:02:51		Internal
621942582357			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Apr, 2025 04:08:59 PM	03 Apr, 2025 04:13:57 PM	02 Apr, 2025 07:47:27 PM	0:02:51		Internal
621942582357			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Apr, 2025 04:08:59 PM	03 Apr, 2025 04:13:57 PM	02 Apr, 2025 07:47:27 PM	0:02:51		Internal
621942582357			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Apr, 2025 04:08:59 PM	03 Apr, 2025 04:13:57 PM	02 Apr, 2025 07:47:27 PM	0:02:51		Internal
621942582357			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Apr, 2025 04:08:59 PM	03 Apr, 2025 04:13:57 PM	02 Apr, 2025 07:47:27 PM	0:02:51		Internal
621942582357			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Apr, 2025 04:08:59 PM	03 Apr, 2025 04:13:57 PM	02 Apr, 2025 07:47:27 PM	0:02:51		Internal
621942582357			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Apr, 2025 04:08:59 PM	03 Apr, 2025 04:13:57 PM	02 Apr, 2025 07:47:27 PM	0:02:51		Internal
621942582357			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Apr, 2025 04:08:59 PM	03 Apr, 2025 04:13:57 PM	02 Apr, 2025 07:47:27 PM	0:02:51		Internal
621942582357			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Apr, 2025 04:08:59 PM	03 Apr, 2025 04:13:57 PM	02 Apr, 2025 07:47:27 PM	0:02:51		Internal
621942582357			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Apr, 2025 04:08:59 PM	03 Apr, 2025 04:13:57 PM	02 Apr, 2025 07:47:27 PM	0:02:51		Internal
621942315112			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Apr, 2025 10:31:56 PM	03 Apr, 2025 04:43:43 PM	01 Apr, 2025 03:54:29 PM	0:04:59		Internal
621942315112			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 Apr, 2025 10:31:56 PM	03 Apr, 2025 04:43:43 PM	01 Apr, 2025 03:54:29 PM	0:04:59		Internal
621942315112			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 Apr, 2025 10:31:56 PM	03 Apr, 2025 04:43:43 PM	01 Apr, 2025 03:54:29 PM	0:04:59		Internal
621942315112			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 Apr, 2025 10:31:56 PM	03 Apr, 2025 04:43:43 PM	01 Apr, 2025 03:54:29 PM	0:04:59		Internal
621942315112			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 Apr, 2025 10:31:56 PM	03 Apr, 2025 04:43:43 PM	01 Apr, 2025 03:54:29 PM	0:04:59		Internal
621942315112			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 Apr, 2025 10:31:56 PM	03 Apr, 2025 04:43:43 PM	01 Apr, 2025 03:54:29 PM	0:04:59		Internal
621942315112			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 Apr, 2025 10:31:56 PM	03 Apr, 2025 04:43:43 PM	01 Apr, 2025 03:54:29 PM	0:04:59		Internal
621942315112			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 Apr, 2025 10:31:56 PM	03 Apr, 2025 04:43:43 PM	01 Apr, 2025 03:54:29 PM	0:04:59		Internal
621942315112			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 Apr, 2025 10:31:56 PM	03 Apr, 2025 04:43:43 PM	01 Apr, 2025 03:54:29 PM	0:04:59		Internal
621942315112			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 Apr, 2025 10:31:56 PM	03 Apr, 2025 04:43:43 PM	01 Apr, 2025 03:54:29 PM	0:04:59		Internal
621942315112			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 Apr, 2025 10:31:56 PM	03 Apr, 2025 04:43:43 PM	01 Apr, 2025 03:54:29 PM	0:04:59		Internal
621942315112			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 Apr, 2025 10:31:56 PM	03 Apr, 2025 04:43:43 PM	01 Apr, 2025 03:54:29 PM	0:04:59		Internal
621942315112			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 Apr, 2025 10:31:56 PM	03 Apr, 2025 04:43:43 PM	01 Apr, 2025 03:54:29 PM	0:04:59		Internal
621942315112			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 Apr, 2025 10:31:56 PM	03 Apr, 2025 04:43:43 PM	01 Apr, 2025 03:54:29 PM	0:04:59		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621942315112	[redacted]		CTE_Res_FT	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	01 Apr, 2025 10:31:56 PM	03 Apr, 2025 04:43:43 PM	01 Apr, 2025 03:54:29 PM	0:04:59		Internal
621942315112			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 Apr, 2025 10:31:56 PM	03 Apr, 2025 04:43:43 PM	01 Apr, 2025 03:54:29 PM	0:04:59		Internal
621942315112			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 Apr, 2025 10:31:56 PM	03 Apr, 2025 04:43:43 PM	01 Apr, 2025 03:54:29 PM	0:04:59		Internal
621942315112			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 Apr, 2025 10:31:56 PM	03 Apr, 2025 04:43:43 PM	01 Apr, 2025 03:54:29 PM	0:04:59		Internal
621942315112			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 Apr, 2025 10:31:56 PM	03 Apr, 2025 04:43:43 PM	01 Apr, 2025 03:54:29 PM	0:04:59		Internal
621942315112			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 Apr, 2025 10:31:56 PM	03 Apr, 2025 04:43:43 PM	01 Apr, 2025 03:54:29 PM	0:04:59		Internal
621942315112			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 Apr, 2025 10:31:56 PM	03 Apr, 2025 04:43:43 PM	01 Apr, 2025 03:54:29 PM	0:04:59		Internal
621942315112			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 Apr, 2025 10:31:56 PM	03 Apr, 2025 04:43:43 PM	01 Apr, 2025 03:54:29 PM	0:04:59		Internal
621942315112			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		01 Apr, 2025 10:31:56 PM	03 Apr, 2025 04:43:43 PM	01 Apr, 2025 03:54:29 PM	0:04:59		Internal
621942315112			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 Apr, 2025 10:31:56 PM	03 Apr, 2025 04:43:43 PM	01 Apr, 2025 03:54:29 PM	0:04:59		Internal
621942315112			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 Apr, 2025 10:31:56 PM	03 Apr, 2025 04:43:43 PM	01 Apr, 2025 03:54:29 PM	0:04:59		Internal
621942315112			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 Apr, 2025 10:31:56 PM	03 Apr, 2025 04:43:43 PM	01 Apr, 2025 03:54:29 PM	0:04:59		Internal
621942350646			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Apr, 2025 05:52:05 PM	03 Apr, 2025 05:55:10 PM	01 Apr, 2025 05:18:32 PM	0:02:47		Internal
621942350646			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Apr, 2025 05:52:05 PM	03 Apr, 2025 05:55:10 PM	01 Apr, 2025 05:18:32 PM	0:02:47		Internal
621942350646			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Apr, 2025 05:52:05 PM	03 Apr, 2025 05:55:10 PM	01 Apr, 2025 05:18:32 PM	0:02:47		Internal
621942350646			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Apr, 2025 05:52:05 PM	03 Apr, 2025 05:55:10 PM	01 Apr, 2025 05:18:32 PM	0:02:47		Internal
621942350646			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Apr, 2025 05:52:05 PM	03 Apr, 2025 05:55:10 PM	01 Apr, 2025 05:18:32 PM	0:02:47		Internal
621942350646			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Apr, 2025 05:52:05 PM	03 Apr, 2025 05:55:10 PM	01 Apr, 2025 05:18:32 PM	0:02:47		Internal
621942350646			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Apr, 2025 05:52:05 PM	03 Apr, 2025 05:55:10 PM	01 Apr, 2025 05:18:32 PM	0:02:47		Internal
621942350646			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Apr, 2025 05:52:05 PM	03 Apr, 2025 05:55:10 PM	01 Apr, 2025 05:18:32 PM	0:02:47		Internal
621942350646			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Apr, 2025 05:52:05 PM	03 Apr, 2025 05:55:10 PM	01 Apr, 2025 05:18:32 PM	0:02:47		Internal
621942350646			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Apr, 2025 05:52:05 PM	03 Apr, 2025 05:55:10 PM	01 Apr, 2025 05:18:32 PM	0:02:47		Internal
621942350646			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Apr, 2025 05:52:05 PM	03 Apr, 2025 05:55:10 PM	01 Apr, 2025 05:18:32 PM	0:02:47		Internal
621942350646			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Apr, 2025 05:52:05 PM	03 Apr, 2025 05:55:10 PM	01 Apr, 2025 05:18:32 PM	0:02:47		Internal
621942350646			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Apr, 2025 05:52:05 PM	03 Apr, 2025 05:55:10 PM	01 Apr, 2025 05:18:32 PM	0:02:47		Internal
621942350646			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Apr, 2025 05:52:05 PM	03 Apr, 2025 05:55:10 PM	01 Apr, 2025 05:18:32 PM	0:02:47		Internal
621942350646			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Apr, 2025 05:52:05 PM	03 Apr, 2025 05:55:10 PM	01 Apr, 2025 05:18:32 PM	0:02:47		Internal
621942350646			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Apr, 2025 05:52:05 PM	03 Apr, 2025 05:55:10 PM	01 Apr, 2025 05:18:32 PM	0:02:47		Internal
621942350646			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Apr, 2025 05:52:05 PM	03 Apr, 2025 05:55:10 PM	01 Apr, 2025 05:18:32 PM	0:02:47		Internal
621942350646			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Apr, 2025 05:52:05 PM	03 Apr, 2025 05:55:10 PM	01 Apr, 2025 05:18:32 PM	0:02:47		Internal
621942350646			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Apr, 2025 05:52:05 PM	03 Apr, 2025 05:55:10 PM	01 Apr, 2025 05:18:32 PM	0:02:47		Internal
621942350646			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Apr, 2025 05:52:05 PM	03 Apr, 2025 05:55:10 PM	01 Apr, 2025 05:18:32 PM	0:02:47		Internal
621942350646			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Apr, 2025 05:52:05 PM	03 Apr, 2025 05:55:10 PM	01 Apr, 2025 05:18:32 PM	0:02:47		Internal
621942350646			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Apr, 2025 05:52:05 PM	03 Apr, 2025 05:55:10 PM	01 Apr, 2025 05:18:32 PM	0:02:47		Internal
621942350646			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Apr, 2025 05:52:05 PM	03 Apr, 2025 05:55:10 PM	01 Apr, 2025 05:18:32 PM	0:02:47		Internal
621942350646			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Apr, 2025 05:52:05 PM	03 Apr, 2025 05:55:10 PM	01 Apr, 2025 05:18:32 PM	0:02:47		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621942350646	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	[redacted]	03 Apr, 2025 05:52:05 PM	03 Apr, 2025 05:55:10 PM	01 Apr, 2025 05:18:32 PM	0:02:47		Internal
621942350646			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Apr, 2025 05:52:05 PM	03 Apr, 2025 05:55:10 PM	01 Apr, 2025 05:18:32 PM	0:02:47		Internal
621942693765			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Apr, 2025 05:53:01 PM	03 Apr, 2025 06:02:25 PM	03 Apr, 2025 03:38:00 PM	0:03:37		Internal
621942693765			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Apr, 2025 05:53:01 PM	03 Apr, 2025 06:02:25 PM	03 Apr, 2025 03:38:00 PM	0:03:37		Internal
621942693765			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Apr, 2025 05:53:01 PM	03 Apr, 2025 06:02:25 PM	03 Apr, 2025 03:38:00 PM	0:03:37		Internal
621942693765			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Apr, 2025 05:53:01 PM	03 Apr, 2025 06:02:25 PM	03 Apr, 2025 03:38:00 PM	0:03:37		Internal
621942693765			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Apr, 2025 05:53:01 PM	03 Apr, 2025 06:02:25 PM	03 Apr, 2025 03:38:00 PM	0:03:37		Internal
621942693765			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Apr, 2025 05:53:01 PM	03 Apr, 2025 06:02:25 PM	03 Apr, 2025 03:38:00 PM	0:03:37		Internal
621942693765			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Apr, 2025 05:53:01 PM	03 Apr, 2025 06:02:25 PM	03 Apr, 2025 03:38:00 PM	0:03:37		Internal
621942693765			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Apr, 2025 05:53:01 PM	03 Apr, 2025 06:02:25 PM	03 Apr, 2025 03:38:00 PM	0:03:37		Internal
621942693765			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Apr, 2025 05:53:01 PM	03 Apr, 2025 06:02:25 PM	03 Apr, 2025 03:38:00 PM	0:03:37		Internal
621942693765			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Apr, 2025 05:53:01 PM	03 Apr, 2025 06:02:25 PM	03 Apr, 2025 03:38:00 PM	0:03:37		Internal
621942693765			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Apr, 2025 05:53:01 PM	03 Apr, 2025 06:02:25 PM	03 Apr, 2025 03:38:00 PM	0:03:37		Internal
621942693765			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Apr, 2025 05:53:01 PM	03 Apr, 2025 06:02:25 PM	03 Apr, 2025 03:38:00 PM	0:03:37		Internal
621942693765			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Apr, 2025 05:53:01 PM	03 Apr, 2025 06:02:25 PM	03 Apr, 2025 03:38:00 PM	0:03:37		Internal
621942693765			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Apr, 2025 05:53:01 PM	03 Apr, 2025 06:02:25 PM	03 Apr, 2025 03:38:00 PM	0:03:37		Internal
621942693765			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Apr, 2025 05:53:01 PM	03 Apr, 2025 06:02:25 PM	03 Apr, 2025 03:38:00 PM	0:03:37		Internal
621942693765			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Apr, 2025 05:53:01 PM	03 Apr, 2025 06:02:25 PM	03 Apr, 2025 03:38:00 PM	0:03:37		Internal
621942693765			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Apr, 2025 05:53:01 PM	03 Apr, 2025 06:02:25 PM	03 Apr, 2025 03:38:00 PM	0:03:37		Internal
621942693765			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Apr, 2025 05:53:01 PM	03 Apr, 2025 06:02:25 PM	03 Apr, 2025 03:38:00 PM	0:03:37		Internal
621942693765			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Apr, 2025 05:53:01 PM	03 Apr, 2025 06:02:25 PM	03 Apr, 2025 03:38:00 PM	0:03:37		Internal
621942693765			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Apr, 2025 05:53:01 PM	03 Apr, 2025 06:02:25 PM	03 Apr, 2025 03:38:00 PM	0:03:37		Internal
621942693765			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Apr, 2025 05:53:01 PM	03 Apr, 2025 06:02:25 PM	03 Apr, 2025 03:38:00 PM	0:03:37		Internal
621942693765			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Apr, 2025 05:53:01 PM	03 Apr, 2025 06:02:25 PM	03 Apr, 2025 03:38:00 PM	0:03:37		Internal
621942693765			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Apr, 2025 05:53:01 PM	03 Apr, 2025 06:02:25 PM	03 Apr, 2025 03:38:00 PM	0:03:37		Internal
621942693765			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Apr, 2025 05:53:01 PM	03 Apr, 2025 06:02:25 PM	03 Apr, 2025 03:38:00 PM	0:03:37		Internal
621942693765			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Apr, 2025 05:53:01 PM	03 Apr, 2025 06:02:25 PM	03 Apr, 2025 03:38:00 PM	0:03:37		Internal
621942693765			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Apr, 2025 05:53:01 PM	03 Apr, 2025 06:02:25 PM	03 Apr, 2025 03:38:00 PM	0:03:37		Internal
621942033423			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 Mar, 2025 01:32:02 PM	03 Apr, 2025 06:15:09 PM	31 Mar, 2025 12:13:44 PM	0:02:14		Internal
621942033423			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 Mar, 2025 01:32:02 PM	03 Apr, 2025 06:15:09 PM	31 Mar, 2025 12:13:44 PM	0:02:14		Internal
621942033423			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 Mar, 2025 01:32:02 PM	03 Apr, 2025 06:15:09 PM	31 Mar, 2025 12:13:44 PM	0:02:14		Internal
621942033423			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 Mar, 2025 01:32:02 PM	03 Apr, 2025 06:15:09 PM	31 Mar, 2025 12:13:44 PM	0:02:14		Internal
621942033423			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 Mar, 2025 01:32:02 PM	03 Apr, 2025 06:15:09 PM	31 Mar, 2025 12:13:44 PM	0:02:14		Internal
621942033423			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 Mar, 2025 01:32:02 PM	03 Apr, 2025 06:15:09 PM	31 Mar, 2025 12:13:44 PM	0:02:14		Internal
621942033423			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 Mar, 2025 01:32:02 PM	03 Apr, 2025 06:15:09 PM	31 Mar, 2025 12:13:44 PM	0:02:14		Internal
621942033423			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 Mar, 2025 01:32:02 PM	03 Apr, 2025 06:15:09 PM	31 Mar, 2025 12:13:44 PM	0:02:14		Internal
621942033423			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 Mar, 2025 01:32:02 PM	03 Apr, 2025 06:15:09 PM	31 Mar, 2025 12:13:44 PM	0:02:14		Internal
621942033423			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 Mar, 2025 01:32:02 PM	03 Apr, 2025 06:15:09 PM	31 Mar, 2025 12:13:44 PM	0:02:14		Internal
621942033423			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		31 Mar, 2025 01:32:02 PM	03 Apr, 2025 06:15:09 PM	31 Mar, 2025 12:13:44 PM	0:02:14		Internal
621942033423			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 Mar, 2025 01:32:02 PM	03 Apr, 2025 06:15:09 PM	31 Mar, 2025 12:13:44 PM	0:02:14		Internal
621942033423			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 Mar, 2025 01:32:02 PM	03 Apr, 2025 06:15:09 PM	31 Mar, 2025 12:13:44 PM	0:02:14		Internal
621942033423			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 Mar, 2025 01:32:02 PM	03 Apr, 2025 06:15:09 PM	31 Mar, 2025 12:13:44 PM	0:02:14		Internal
621942033423			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 Mar, 2025 01:32:02 PM	03 Apr, 2025 06:15:09 PM	31 Mar, 2025 12:13:44 PM	0:02:14		Internal
621942033423			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 Mar, 2025 01:32:02 PM	03 Apr, 2025 06:15:09 PM	31 Mar, 2025 12:13:44 PM	0:02:14		Internal
621942033423			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 Mar, 2025 01:32:02 PM	03 Apr, 2025 06:15:09 PM	31 Mar, 2025 12:13:44 PM	0:02:14		Internal
621942033423			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 Mar, 2025 01:32:02 PM	03 Apr, 2025 06:15:09 PM	31 Mar, 2025 12:13:44 PM	0:02:14		Internal
621942033423			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		31 Mar, 2025 01:32:02 PM	03 Apr, 2025 06:15:09 PM	31 Mar, 2025 12:13:44 PM	0:02:14		Internal

Master Contact		Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621942033423		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 Mar, 2025 01:32:02 PM	03 Apr, 2025 06:15:09 PM	31 Mar, 2025 12:13:44 PM	0:02:14		Internal
621942033423		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 Mar, 2025 01:32:02 PM	03 Apr, 2025 06:15:09 PM	31 Mar, 2025 12:13:44 PM	0:02:14		Internal
621942033423		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 Mar, 2025 01:32:02 PM	03 Apr, 2025 06:15:09 PM	31 Mar, 2025 12:13:44 PM	0:02:14		Internal
621942033423		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		31 Mar, 2025 01:32:02 PM	03 Apr, 2025 06:15:09 PM	31 Mar, 2025 12:13:44 PM	0:02:14		Internal
621942033423		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 Mar, 2025 01:32:02 PM	03 Apr, 2025 06:15:09 PM	31 Mar, 2025 12:13:44 PM	0:02:14		Internal
621942033423		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 Mar, 2025 01:32:02 PM	03 Apr, 2025 06:15:09 PM	31 Mar, 2025 12:13:44 PM	0:02:14		Internal
621942033423		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 Mar, 2025 01:32:02 PM	03 Apr, 2025 06:15:09 PM	31 Mar, 2025 12:13:44 PM	0:02:14		Internal
621942278222		CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Apr, 2025 06:32:05 PM	03 Apr, 2025 07:02:29 PM	01 Apr, 2025 02:04:52 PM	0:09:51		Internal
621942278222		CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 Apr, 2025 06:32:05 PM	03 Apr, 2025 07:02:29 PM	01 Apr, 2025 02:04:52 PM	0:09:51		Internal
621942278222		CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 Apr, 2025 06:32:05 PM	03 Apr, 2025 07:02:29 PM	01 Apr, 2025 02:04:52 PM	0:09:51		Internal
621942278222		CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 Apr, 2025 06:32:05 PM	03 Apr, 2025 07:02:29 PM	01 Apr, 2025 02:04:52 PM	0:09:51		Internal
621942278222		CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 Apr, 2025 06:32:05 PM	03 Apr, 2025 07:02:29 PM	01 Apr, 2025 02:04:52 PM	0:09:51		Internal
621942278222		CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 Apr, 2025 06:32:05 PM	03 Apr, 2025 07:02:29 PM	01 Apr, 2025 02:04:52 PM	0:09:51		Internal
621942278222		CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 Apr, 2025 06:32:05 PM	03 Apr, 2025 07:02:29 PM	01 Apr, 2025 02:04:52 PM	0:09:51		Internal
621942278222		CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 Apr, 2025 06:32:05 PM	03 Apr, 2025 07:02:29 PM	01 Apr, 2025 02:04:52 PM	0:09:51		Internal
621942278222		CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 Apr, 2025 06:32:05 PM	03 Apr, 2025 07:02:29 PM	01 Apr, 2025 02:04:52 PM	0:09:51		Internal
621942278222		CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 Apr, 2025 06:32:05 PM	03 Apr, 2025 07:02:29 PM	01 Apr, 2025 02:04:52 PM	0:09:51		Internal
621942278222		CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 Apr, 2025 06:32:05 PM	03 Apr, 2025 07:02:29 PM	01 Apr, 2025 02:04:52 PM	0:09:51		Internal
621942278222		CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 Apr, 2025 06:32:05 PM	03 Apr, 2025 07:02:29 PM	01 Apr, 2025 02:04:52 PM	0:09:51		Internal
621942278222		CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 Apr, 2025 06:32:05 PM	03 Apr, 2025 07:02:29 PM	01 Apr, 2025 02:04:52 PM	0:09:51		Internal
621942278222		CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 Apr, 2025 06:32:05 PM	03 Apr, 2025 07:02:29 PM	01 Apr, 2025 02:04:52 PM	0:09:51		Internal
621942278222		CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 Apr, 2025 06:32:05 PM	03 Apr, 2025 07:02:29 PM	01 Apr, 2025 02:04:52 PM	0:09:51		Internal
621942278222		CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 Apr, 2025 06:32:05 PM	03 Apr, 2025 07:02:29 PM	01 Apr, 2025 02:04:52 PM	0:09:51		Internal
621942278222		CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 Apr, 2025 06:32:05 PM	03 Apr, 2025 07:02:29 PM	01 Apr, 2025 02:04:52 PM	0:09:51		Internal
621942278222		CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 Apr, 2025 06:32:05 PM	03 Apr, 2025 07:02:29 PM	01 Apr, 2025 02:04:52 PM	0:09:51		Internal
621942278222		CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 Apr, 2025 06:32:05 PM	03 Apr, 2025 07:02:29 PM	01 Apr, 2025 02:04:52 PM	0:09:51		Internal
621942278222		CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 Apr, 2025 06:32:05 PM	03 Apr, 2025 07:02:29 PM	01 Apr, 2025 02:04:52 PM	0:09:51		Internal
621942278222		CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 Apr, 2025 06:32:05 PM	03 Apr, 2025 07:02:29 PM	01 Apr, 2025 02:04:52 PM	0:09:51		Internal
621942278222		CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 Apr, 2025 06:32:05 PM	03 Apr, 2025 07:02:29 PM	01 Apr, 2025 02:04:52 PM	0:09:51		Internal
621942278222		CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		01 Apr, 2025 06:32:05 PM	03 Apr, 2025 07:02:29 PM	01 Apr, 2025 02:04:52 PM	0:09:51		Internal
621942278222		CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 Apr, 2025 06:32:05 PM	03 Apr, 2025 07:02:29 PM	01 Apr, 2025 02:04:52 PM	0:09:51		Internal
621942278222		CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 Apr, 2025 06:32:05 PM	03 Apr, 2025 07:02:29 PM	01 Apr, 2025 02:04:52 PM	0:09:51		Internal
621942278222		CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 Apr, 2025 06:32:05 PM	03 Apr, 2025 07:02:29 PM	01 Apr, 2025 02:04:52 PM	0:09:51		Internal
621942696955		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Apr, 2025 07:21:03 PM	03 Apr, 2025 07:33:45 PM	03 Apr, 2025 03:39:34 PM	0:06:11		Internal
621942696955		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Apr, 2025 07:21:03 PM	03 Apr, 2025 07:33:45 PM	03 Apr, 2025 03:39:34 PM	0:06:11		Internal
621942696955		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Apr, 2025 07:21:03 PM	03 Apr, 2025 07:33:45 PM	03 Apr, 2025 03:39:34 PM	0:06:11		Internal
621942696955		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Apr, 2025 07:21:03 PM	03 Apr, 2025 07:33:45 PM	03 Apr, 2025 03:39:34 PM	0:06:11		Internal
621942696955		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Apr, 2025 07:21:03 PM	03 Apr, 2025 07:33:45 PM	03 Apr, 2025 03:39:34 PM	0:06:11		Internal
621942696955		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Apr, 2025 07:21:03 PM	03 Apr, 2025 07:33:45 PM	03 Apr, 2025 03:39:34 PM	0:06:11		Internal
621942696955		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Apr, 2025 07:21:03 PM	03 Apr, 2025 07:33:45 PM	03 Apr, 2025 03:39:34 PM	0:06:11		Internal
621942696955		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Apr, 2025 07:21:03 PM	03 Apr, 2025 07:33:45 PM	03 Apr, 2025 03:39:34 PM	0:06:11		Internal
621942696955		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Apr, 2025 07:21:03 PM	03 Apr, 2025 07:33:45 PM	03 Apr, 2025 03:39:34 PM	0:06:11		Internal
621942696955		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Apr, 2025 07:21:03 PM	03 Apr, 2025 07:33:45 PM	03 Apr, 2025 03:39:34 PM	0:06:11		Internal
621942696955		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Apr, 2025 07:21:03 PM	03 Apr, 2025 07:33:45 PM	03 Apr, 2025 03:39:34 PM	0:06:11		Internal
621942696955		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Apr, 2025 07:21:03 PM	03 Apr, 2025 07:33:45 PM	03 Apr, 2025 03:39:34 PM	0:06:11		Internal
621942696955		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Apr, 2025 07:21:03 PM	03 Apr, 2025 07:33:45 PM	03 Apr, 2025 03:39:34 PM	0:06:11		Internal
621942696955		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Apr, 2025 07:21:03 PM	03 Apr, 2025 07:33:45 PM	03 Apr, 2025 03:39:34 PM	0:06:11		Internal
621942696955		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Apr, 2025 07:21:03 PM	03 Apr, 2025 07:33:45 PM	03 Apr, 2025 03:39:34 PM	0:06:11		Internal
621942696955		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Apr, 2025 07:21:03 PM	03 Apr, 2025 07:33:45 PM	03 Apr, 2025 03:39:34 PM	0:06:11		Internal
621942696955		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Apr, 2025 07:21:03 PM	03 Apr, 2025 07:33:45 PM	03 Apr, 2025 03:39:34 PM	0:06:11		Internal
621942696955		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Apr, 2025 07:21:03 PM	03 Apr, 2025 07:33:45 PM	03 Apr, 2025 03:39:34 PM	0:06:11		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621942696955	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	03 Apr, 2025 07:21:03 PM	03 Apr, 2025 07:33:45 PM	03 Apr, 2025 03:39:34 PM	0:06:11		Internal
621942696955			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Apr, 2025 07:21:03 PM	03 Apr, 2025 07:33:45 PM	03 Apr, 2025 03:39:34 PM	0:06:11		Internal
621942696955			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Apr, 2025 07:21:03 PM	03 Apr, 2025 07:33:45 PM	03 Apr, 2025 03:39:34 PM	0:06:11		Internal
621942696955			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Apr, 2025 07:21:03 PM	03 Apr, 2025 07:33:45 PM	03 Apr, 2025 03:39:34 PM	0:06:11		Internal
621942696955			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Apr, 2025 07:21:03 PM	03 Apr, 2025 07:33:45 PM	03 Apr, 2025 03:39:34 PM	0:06:11		Internal
621942696955			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Apr, 2025 07:21:03 PM	03 Apr, 2025 07:33:45 PM	03 Apr, 2025 03:39:34 PM	0:06:11		Internal
621942696955			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Apr, 2025 07:21:03 PM	03 Apr, 2025 07:33:45 PM	03 Apr, 2025 03:39:34 PM	0:06:11		Internal
621942696955			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Apr, 2025 07:21:03 PM	03 Apr, 2025 07:33:45 PM	03 Apr, 2025 03:39:34 PM	0:06:11		Internal
621942271916			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Apr, 2025 04:01:25 AM	03 Apr, 2025 09:10:05 PM	01 Apr, 2025 01:25:25 PM	0:05:41		Internal
621942271916			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Apr, 2025 04:01:25 AM	03 Apr, 2025 09:10:05 PM	01 Apr, 2025 01:25:25 PM	0:05:41		Internal
621942271916			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Apr, 2025 04:01:25 AM	03 Apr, 2025 09:10:05 PM	01 Apr, 2025 01:25:25 PM	0:05:41		Internal
621942271916			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Apr, 2025 04:01:25 AM	03 Apr, 2025 09:10:05 PM	01 Apr, 2025 01:25:25 PM	0:05:41		Internal
621942271916			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Apr, 2025 04:01:25 AM	03 Apr, 2025 09:10:05 PM	01 Apr, 2025 01:25:25 PM	0:05:41		Internal
621942271916			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Apr, 2025 04:01:25 AM	03 Apr, 2025 09:10:05 PM	01 Apr, 2025 01:25:25 PM	0:05:41		Internal
621942271916			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Apr, 2025 04:01:25 AM	03 Apr, 2025 09:10:05 PM	01 Apr, 2025 01:25:25 PM	0:05:41		Internal
621942271916			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Apr, 2025 04:01:25 AM	03 Apr, 2025 09:10:05 PM	01 Apr, 2025 01:25:25 PM	0:05:41		Internal
621942271916			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Apr, 2025 04:01:25 AM	03 Apr, 2025 09:10:05 PM	01 Apr, 2025 01:25:25 PM	0:05:41		Internal
621942271916			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Apr, 2025 04:01:25 AM	03 Apr, 2025 09:10:05 PM	01 Apr, 2025 01:25:25 PM	0:05:41		Internal
621942271916			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Apr, 2025 04:01:25 AM	03 Apr, 2025 09:10:05 PM	01 Apr, 2025 01:25:25 PM	0:05:41		Internal
621942271916			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Apr, 2025 04:01:25 AM	03 Apr, 2025 09:10:05 PM	01 Apr, 2025 01:25:25 PM	0:05:41		Internal
621942271916			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Apr, 2025 04:01:25 AM	03 Apr, 2025 09:10:05 PM	01 Apr, 2025 01:25:25 PM	0:05:41		Internal
621942271916			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Apr, 2025 04:01:25 AM	03 Apr, 2025 09:10:05 PM	01 Apr, 2025 01:25:25 PM	0:05:41		Internal
621942271916			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Apr, 2025 04:01:25 AM	03 Apr, 2025 09:10:05 PM	01 Apr, 2025 01:25:25 PM	0:05:41		Internal
621942271916			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Apr, 2025 04:01:25 AM	03 Apr, 2025 09:10:05 PM	01 Apr, 2025 01:25:25 PM	0:05:41		Internal
621942271916			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Apr, 2025 04:01:25 AM	03 Apr, 2025 09:10:05 PM	01 Apr, 2025 01:25:25 PM	0:05:41		Internal
621942271916			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Apr, 2025 04:01:25 AM	03 Apr, 2025 09:10:05 PM	01 Apr, 2025 01:25:25 PM	0:05:41		Internal
621942271916			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Apr, 2025 04:01:25 AM	03 Apr, 2025 09:10:05 PM	01 Apr, 2025 01:25:25 PM	0:05:41		Internal
621942271916			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Apr, 2025 04:01:25 AM	03 Apr, 2025 09:10:05 PM	01 Apr, 2025 01:25:25 PM	0:05:41		Internal
621942271916			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Apr, 2025 04:01:25 AM	03 Apr, 2025 09:10:05 PM	01 Apr, 2025 01:25:25 PM	0:05:41		Internal
621942271916			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Apr, 2025 04:01:25 AM	03 Apr, 2025 09:10:05 PM	01 Apr, 2025 01:25:25 PM	0:05:41		Internal
621942271916			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Apr, 2025 04:01:25 AM	03 Apr, 2025 09:10:05 PM	01 Apr, 2025 01:25:25 PM	0:05:41		Internal
621942271916			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Apr, 2025 04:01:25 AM	03 Apr, 2025 09:10:05 PM	01 Apr, 2025 01:25:25 PM	0:05:41		Internal
621942271916			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Apr, 2025 04:01:25 AM	03 Apr, 2025 09:10:05 PM	01 Apr, 2025 01:25:25 PM	0:05:41		Internal
621942271916			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Apr, 2025 04:01:25 AM	03 Apr, 2025 09:10:05 PM	01 Apr, 2025 01:25:25 PM	0:05:41		Internal
621942684433			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Apr, 2025 06:01:23 AM	04 Apr, 2025 12:49:24 PM	03 Apr, 2025 03:00:30 PM	0:03:40		Internal
621942684433			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Apr, 2025 06:01:23 AM	04 Apr, 2025 12:49:24 PM	03 Apr, 2025 03:00:30 PM	0:03:40		Internal
621942684433			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Apr, 2025 06:01:23 AM	04 Apr, 2025 12:49:24 PM	03 Apr, 2025 03:00:30 PM	0:03:40		Internal
621942684433			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Apr, 2025 06:01:23 AM	04 Apr, 2025 12:49:24 PM	03 Apr, 2025 03:00:30 PM	0:03:40		Internal
621942684433			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Apr, 2025 06:01:23 AM	04 Apr, 2025 12:49:24 PM	03 Apr, 2025 03:00:30 PM	0:03:40		Internal
621942684433			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Apr, 2025 06:01:23 AM	04 Apr, 2025 12:49:24 PM	03 Apr, 2025 03:00:30 PM	0:03:40		Internal
621942684433			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Apr, 2025 06:01:23 AM	04 Apr, 2025 12:49:24 PM	03 Apr, 2025 03:00:30 PM	0:03:40		Internal
621942684433			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Apr, 2025 06:01:23 AM	04 Apr, 2025 12:49:24 PM	03 Apr, 2025 03:00:30 PM	0:03:40		Internal
621942684433			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Apr, 2025 06:01:23 AM	04 Apr, 2025 12:49:24 PM	03 Apr, 2025 03:00:30 PM	0:03:40		Internal
621942684433			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Apr, 2025 06:01:23 AM	04 Apr, 2025 12:49:24 PM	03 Apr, 2025 03:00:30 PM	0:03:40		Internal
621942684433			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Apr, 2025 06:01:23 AM	04 Apr, 2025 12:49:24 PM	03 Apr, 2025 03:00:30 PM	0:03:40		Internal
621942684433			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Apr, 2025 06:01:23 AM	04 Apr, 2025 12:49:24 PM	03 Apr, 2025 03:00:30 PM	0:03:40		Internal
621942684433			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Apr, 2025 06:01:23 AM	04 Apr, 2025 12:49:24 PM	03 Apr, 2025 03:00:30 PM	0:03:40		Internal
621942684433			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Apr, 2025 06:01:23 AM	04 Apr, 2025 12:49:24 PM	03 Apr, 2025 03:00:30 PM	0:03:40		Internal
621942684433			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Apr, 2025 06:01:23 AM	04 Apr, 2025 12:49:24 PM	03 Apr, 2025 03:00:30 PM	0:03:40		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621942684433	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	[redacted]	04 Apr, 2025 06:01:23 AM	04 Apr, 2025 12:49:24 PM	03 Apr, 2025 03:00:30 PM	0:03:40		Internal
621942684433			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Apr, 2025 06:01:23 AM	04 Apr, 2025 12:49:24 PM	03 Apr, 2025 03:00:30 PM	0:03:40		Internal
621942684433			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Apr, 2025 06:01:23 AM	04 Apr, 2025 12:49:24 PM	03 Apr, 2025 03:00:30 PM	0:03:40		Internal
621942684433			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Apr, 2025 06:01:23 AM	04 Apr, 2025 12:49:24 PM	03 Apr, 2025 03:00:30 PM	0:03:40		Internal
621942684433			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Apr, 2025 06:01:23 AM	04 Apr, 2025 12:49:24 PM	03 Apr, 2025 03:00:30 PM	0:03:40		Internal
621942684433			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Apr, 2025 06:01:23 AM	04 Apr, 2025 12:49:24 PM	03 Apr, 2025 03:00:30 PM	0:03:40		Internal
621942684433			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Apr, 2025 06:01:23 AM	04 Apr, 2025 12:49:24 PM	03 Apr, 2025 03:00:30 PM	0:03:40		Internal
621942684433			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		04 Apr, 2025 06:01:23 AM	04 Apr, 2025 12:49:24 PM	03 Apr, 2025 03:00:30 PM	0:03:40		Internal
621942684433			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Apr, 2025 06:01:23 AM	04 Apr, 2025 12:49:24 PM	03 Apr, 2025 03:00:30 PM	0:03:40		Internal
621942684433			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Apr, 2025 06:01:23 AM	04 Apr, 2025 12:49:24 PM	03 Apr, 2025 03:00:30 PM	0:03:40		Internal
621942684433			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Apr, 2025 06:01:23 AM	04 Apr, 2025 12:49:24 PM	03 Apr, 2025 03:00:30 PM	0:03:40		Internal
621942271110			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Apr, 2025 06:31:59 AM	04 Apr, 2025 01:01:18 PM	01 Apr, 2025 01:47:45 PM	0:05:22		Internal
621942271110			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Apr, 2025 06:31:59 AM	04 Apr, 2025 01:01:18 PM	01 Apr, 2025 01:47:45 PM	0:05:22		Internal
621942271110			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Apr, 2025 06:31:59 AM	04 Apr, 2025 01:01:18 PM	01 Apr, 2025 01:47:45 PM	0:05:22		Internal
621942271110			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Apr, 2025 06:31:59 AM	04 Apr, 2025 01:01:18 PM	01 Apr, 2025 01:47:45 PM	0:05:22		Internal
621942271110			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Apr, 2025 06:31:59 AM	04 Apr, 2025 01:01:18 PM	01 Apr, 2025 01:47:45 PM	0:05:22		Internal
621942271110			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Apr, 2025 06:31:59 AM	04 Apr, 2025 01:01:18 PM	01 Apr, 2025 01:47:45 PM	0:05:22		Internal
621942271110			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Apr, 2025 06:31:59 AM	04 Apr, 2025 01:01:18 PM	01 Apr, 2025 01:47:45 PM	0:05:22		Internal
621942271110			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Apr, 2025 06:31:59 AM	04 Apr, 2025 01:01:18 PM	01 Apr, 2025 01:47:45 PM	0:05:22		Internal
621942271110			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Apr, 2025 06:31:59 AM	04 Apr, 2025 01:01:18 PM	01 Apr, 2025 01:47:45 PM	0:05:22		Internal
621942271110			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Apr, 2025 06:31:59 AM	04 Apr, 2025 01:01:18 PM	01 Apr, 2025 01:47:45 PM	0:05:22		Internal
621942271110			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Apr, 2025 06:31:59 AM	04 Apr, 2025 01:01:18 PM	01 Apr, 2025 01:47:45 PM	0:05:22		Internal
621942271110			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Apr, 2025 06:31:59 AM	04 Apr, 2025 01:01:18 PM	01 Apr, 2025 01:47:45 PM	0:05:22		Internal
621942271110			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Apr, 2025 06:31:59 AM	04 Apr, 2025 01:01:18 PM	01 Apr, 2025 01:47:45 PM	0:05:22		Internal
621942271110			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Apr, 2025 06:31:59 AM	04 Apr, 2025 01:01:18 PM	01 Apr, 2025 01:47:45 PM	0:05:22		Internal
621942271110			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Apr, 2025 06:31:59 AM	04 Apr, 2025 01:01:18 PM	01 Apr, 2025 01:47:45 PM	0:05:22		Internal
621942271110			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Apr, 2025 06:31:59 AM	04 Apr, 2025 01:01:18 PM	01 Apr, 2025 01:47:45 PM	0:05:22		Internal
621942271110			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Apr, 2025 06:31:59 AM	04 Apr, 2025 01:01:18 PM	01 Apr, 2025 01:47:45 PM	0:05:22		Internal
621942271110			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Apr, 2025 06:31:59 AM	04 Apr, 2025 01:01:18 PM	01 Apr, 2025 01:47:45 PM	0:05:22		Internal
621942271110			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Apr, 2025 06:31:59 AM	04 Apr, 2025 01:01:18 PM	01 Apr, 2025 01:47:45 PM	0:05:22		Internal
621942271110			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Apr, 2025 06:31:59 AM	04 Apr, 2025 01:01:18 PM	01 Apr, 2025 01:47:45 PM	0:05:22		Internal
621942271110			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Apr, 2025 06:31:59 AM	04 Apr, 2025 01:01:18 PM	01 Apr, 2025 01:47:45 PM	0:05:22		Internal
621942271110			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Apr, 2025 06:31:59 AM	04 Apr, 2025 01:01:18 PM	01 Apr, 2025 01:47:45 PM	0:05:22		Internal
621942271110			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		02 Apr, 2025 06:31:59 AM	04 Apr, 2025 01:01:18 PM	01 Apr, 2025 01:47:45 PM	0:05:22		Internal
621942271110			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Apr, 2025 06:31:59 AM	04 Apr, 2025 01:01:18 PM	01 Apr, 2025 01:47:45 PM	0:05:22		Internal
621942271110			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Apr, 2025 06:31:59 AM	04 Apr, 2025 01:01:18 PM	01 Apr, 2025 01:47:45 PM	0:05:22		Internal
621942271110			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Apr, 2025 06:31:59 AM	04 Apr, 2025 01:01:18 PM	01 Apr, 2025 01:47:45 PM	0:05:22		Internal
621942401848			CTE_Bus_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Apr, 2025 06:32:21 PM	04 Apr, 2025 01:12:33 PM	01 Apr, 2025 08:10:12 PM	0:06:11		Internal
621942401848			CTE_Bus_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Apr, 2025 06:32:21 PM	04 Apr, 2025 01:12:33 PM	01 Apr, 2025 08:10:12 PM	0:06:11		Internal
621942401848			CTE_Bus_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Apr, 2025 06:32:21 PM	04 Apr, 2025 01:12:33 PM	01 Apr, 2025 08:10:12 PM	0:06:11		Internal
621942401848			CTE_Bus_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Apr, 2025 06:32:21 PM	04 Apr, 2025 01:12:33 PM	01 Apr, 2025 08:10:12 PM	0:06:11		Internal
621942401848			CTE_Bus_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Apr, 2025 06:32:21 PM	04 Apr, 2025 01:12:33 PM	01 Apr, 2025 08:10:12 PM	0:06:11		Internal
621942401848			CTE_Bus_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Apr, 2025 06:32:21 PM	04 Apr, 2025 01:12:33 PM	01 Apr, 2025 08:10:12 PM	0:06:11		Internal
621942401848			CTE_Bus_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Apr, 2025 06:32:21 PM	04 Apr, 2025 01:12:33 PM	01 Apr, 2025 08:10:12 PM	0:06:11		Internal
621942401848			CTE_Bus_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Apr, 2025 06:32:21 PM	04 Apr, 2025 01:12:33 PM	01 Apr, 2025 08:10:12 PM	0:06:11		Internal
621942401848			CTE_Bus_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Apr, 2025 06:32:21 PM	04 Apr, 2025 01:12:33 PM	01 Apr, 2025 08:10:12 PM	0:06:11		Internal
621942401848			CTE_Bus_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Apr, 2025 06:32:21 PM	04 Apr, 2025 01:12:33 PM	01 Apr, 2025 08:10:12 PM	0:06:11		Internal
621942401848			CTE_Bus_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Apr, 2025 06:32:21 PM	04 Apr, 2025 01:12:33 PM	01 Apr, 2025 08:10:12 PM	0:06:11		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621942401848	[redacted]	[redacted]	CTE_Bus_Default	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	[redacted]	02 Apr, 2025 06:32:21 PM	04 Apr, 2025 01:12:33 PM	01 Apr, 2025 08:10:12 PM	0:06:11		Internal
621942401848			CTE_Bus_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Apr, 2025 06:32:21 PM	04 Apr, 2025 01:12:33 PM	01 Apr, 2025 08:10:12 PM	0:06:11		Internal
621942401848			CTE_Bus_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Apr, 2025 06:32:21 PM	04 Apr, 2025 01:12:33 PM	01 Apr, 2025 08:10:12 PM	0:06:11		Internal
621942401848			CTE_Bus_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Apr, 2025 06:32:21 PM	04 Apr, 2025 01:12:33 PM	01 Apr, 2025 08:10:12 PM	0:06:11		Internal
621942401848			CTE_Bus_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Apr, 2025 06:32:21 PM	04 Apr, 2025 01:12:33 PM	01 Apr, 2025 08:10:12 PM	0:06:11		Internal
621942401848			CTE_Bus_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Apr, 2025 06:32:21 PM	04 Apr, 2025 01:12:33 PM	01 Apr, 2025 08:10:12 PM	0:06:11		Internal
621942401848			CTE_Bus_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Apr, 2025 06:32:21 PM	04 Apr, 2025 01:12:33 PM	01 Apr, 2025 08:10:12 PM	0:06:11		Internal
621942401848			CTE_Bus_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Apr, 2025 06:32:21 PM	04 Apr, 2025 01:12:33 PM	01 Apr, 2025 08:10:12 PM	0:06:11		Internal
621942401848			CTE_Bus_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Apr, 2025 06:32:21 PM	04 Apr, 2025 01:12:33 PM	01 Apr, 2025 08:10:12 PM	0:06:11		Internal
621942401848			CTE_Bus_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Apr, 2025 06:32:21 PM	04 Apr, 2025 01:12:33 PM	01 Apr, 2025 08:10:12 PM	0:06:11		Internal
621942401848			CTE_Bus_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Apr, 2025 06:32:21 PM	04 Apr, 2025 01:12:33 PM	01 Apr, 2025 08:10:12 PM	0:06:11		Internal
621942401848			CTE_Bus_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		02 Apr, 2025 06:32:21 PM	04 Apr, 2025 01:12:33 PM	01 Apr, 2025 08:10:12 PM	0:06:11		Internal
621942401848			CTE_Bus_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Apr, 2025 06:32:21 PM	04 Apr, 2025 01:12:33 PM	01 Apr, 2025 08:10:12 PM	0:06:11		Internal
621942401848			CTE_Bus_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Apr, 2025 06:32:21 PM	04 Apr, 2025 01:12:33 PM	01 Apr, 2025 08:10:12 PM	0:06:11		Internal
621942401848			CTE_Bus_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Apr, 2025 06:32:21 PM	04 Apr, 2025 01:12:33 PM	01 Apr, 2025 08:10:12 PM	0:06:11		Internal
621942873217			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Apr, 2025 04:07:34 PM	04 Apr, 2025 04:21:43 PM	04 Apr, 2025 03:13:22 PM	0:04:24		Internal
621942873217			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Apr, 2025 04:07:34 PM	04 Apr, 2025 04:21:43 PM	04 Apr, 2025 03:13:22 PM	0:04:24		Internal
621942873217			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Apr, 2025 04:07:34 PM	04 Apr, 2025 04:21:43 PM	04 Apr, 2025 03:13:22 PM	0:04:24		Internal
621942873217			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Apr, 2025 04:07:34 PM	04 Apr, 2025 04:21:43 PM	04 Apr, 2025 03:13:22 PM	0:04:24		Internal
621942873217			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Apr, 2025 04:07:34 PM	04 Apr, 2025 04:21:43 PM	04 Apr, 2025 03:13:22 PM	0:04:24		Internal
621942873217			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Apr, 2025 04:07:34 PM	04 Apr, 2025 04:21:43 PM	04 Apr, 2025 03:13:22 PM	0:04:24		Internal
621942873217			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Apr, 2025 04:07:34 PM	04 Apr, 2025 04:21:43 PM	04 Apr, 2025 03:13:22 PM	0:04:24		Internal
621942873217			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Apr, 2025 04:07:34 PM	04 Apr, 2025 04:21:43 PM	04 Apr, 2025 03:13:22 PM	0:04:24		Internal
621942873217			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Apr, 2025 04:07:34 PM	04 Apr, 2025 04:21:43 PM	04 Apr, 2025 03:13:22 PM	0:04:24		Internal
621942873217			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Apr, 2025 04:07:34 PM	04 Apr, 2025 04:21:43 PM	04 Apr, 2025 03:13:22 PM	0:04:24		Internal
621942873217			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Apr, 2025 04:07:34 PM	04 Apr, 2025 04:21:43 PM	04 Apr, 2025 03:13:22 PM	0:04:24		Internal
621942873217			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Apr, 2025 04:07:34 PM	04 Apr, 2025 04:21:43 PM	04 Apr, 2025 03:13:22 PM	0:04:24		Internal
621942873217			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Apr, 2025 04:07:34 PM	04 Apr, 2025 04:21:43 PM	04 Apr, 2025 03:13:22 PM	0:04:24		Internal
621942873217			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Apr, 2025 04:07:34 PM	04 Apr, 2025 04:21:43 PM	04 Apr, 2025 03:13:22 PM	0:04:24		Internal
621942873217			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Apr, 2025 04:07:34 PM	04 Apr, 2025 04:21:43 PM	04 Apr, 2025 03:13:22 PM	0:04:24		Internal
621942873217			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Apr, 2025 04:07:34 PM	04 Apr, 2025 04:21:43 PM	04 Apr, 2025 03:13:22 PM	0:04:24		Internal
621942873217			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Apr, 2025 04:07:34 PM	04 Apr, 2025 04:21:43 PM	04 Apr, 2025 03:13:22 PM	0:04:24		Internal
621942873217			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Apr, 2025 04:07:34 PM	04 Apr, 2025 04:21:43 PM	04 Apr, 2025 03:13:22 PM	0:04:24		Internal
621942873217			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Apr, 2025 04:07:34 PM	04 Apr, 2025 04:21:43 PM	04 Apr, 2025 03:13:22 PM	0:04:24		Internal
621942873217			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Apr, 2025 04:07:34 PM	04 Apr, 2025 04:21:43 PM	04 Apr, 2025 03:13:22 PM	0:04:24		Internal
621942873217			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Apr, 2025 04:07:34 PM	04 Apr, 2025 04:21:43 PM	04 Apr, 2025 03:13:22 PM	0:04:24		Internal
621942873217			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Apr, 2025 04:07:34 PM	04 Apr, 2025 04:21:43 PM	04 Apr, 2025 03:13:22 PM	0:04:24		Internal
621942873217			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		04 Apr, 2025 04:07:34 PM	04 Apr, 2025 04:21:43 PM	04 Apr, 2025 03:13:22 PM	0:04:24		Internal
621942873217			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Apr, 2025 04:07:34 PM	04 Apr, 2025 04:21:43 PM	04 Apr, 2025 03:13:22 PM	0:04:24		Internal
621942873217			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Apr, 2025 04:07:34 PM	04 Apr, 2025 04:21:43 PM	04 Apr, 2025 03:13:22 PM	0:04:24		Internal
621942873217			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Apr, 2025 04:07:34 PM	04 Apr, 2025 04:21:43 PM	04 Apr, 2025 03:13:22 PM	0:04:24		Internal
621942841601			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Apr, 2025 04:24:53 PM	04 Apr, 2025 05:12:21 PM	04 Apr, 2025 01:18:48 PM	0:06:00		Internal
621942841601			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Apr, 2025 04:24:53 PM	04 Apr, 2025 05:12:21 PM	04 Apr, 2025 01:18:48 PM	0:06:00		Internal
621942841601			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Apr, 2025 04:24:53 PM	04 Apr, 2025 05:12:21 PM	04 Apr, 2025 01:18:48 PM	0:06:00		Internal
621942841601			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Apr, 2025 04:24:53 PM	04 Apr, 2025 05:12:21 PM	04 Apr, 2025 01:18:48 PM	0:06:00		Internal
621942841601			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Apr, 2025 04:24:53 PM	04 Apr, 2025 05:12:21 PM	04 Apr, 2025 01:18:48 PM	0:06:00		Internal
621942841601			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Apr, 2025 04:24:53 PM	04 Apr, 2025 05:12:21 PM	04 Apr, 2025 01:18:48 PM	0:06:00		Internal
621942841601			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Apr, 2025 04:24:53 PM	04 Apr, 2025 05:12:21 PM	04 Apr, 2025 01:18:48 PM	0:06:00		Internal
621942841601			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Apr, 2025 04:24:53 PM	04 Apr, 2025 05:12:21 PM	04 Apr, 2025 01:18:48 PM	0:06:00		Internal
621942841601			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Apr, 2025 04:24:53 PM	04 Apr, 2025 05:12:21 PM	04 Apr, 2025 01:18:48 PM	0:06:00		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621942841601	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	[redacted]	04 Apr, 2025 04:24:53 PM	04 Apr, 2025 05:12:21 PM	04 Apr, 2025 01:18:48 PM	0:06:00		Internal
621942841601			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Apr, 2025 04:24:53 PM	04 Apr, 2025 05:12:21 PM	04 Apr, 2025 01:18:48 PM	0:06:00		Internal
621942841601			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Apr, 2025 04:24:53 PM	04 Apr, 2025 05:12:21 PM	04 Apr, 2025 01:18:48 PM	0:06:00		Internal
621942841601			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Apr, 2025 04:24:53 PM	04 Apr, 2025 05:12:21 PM	04 Apr, 2025 01:18:48 PM	0:06:00		Internal
621942841601			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Apr, 2025 04:24:53 PM	04 Apr, 2025 05:12:21 PM	04 Apr, 2025 01:18:48 PM	0:06:00		Internal
621942841601			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Apr, 2025 04:24:53 PM	04 Apr, 2025 05:12:21 PM	04 Apr, 2025 01:18:48 PM	0:06:00		Internal
621942841601			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Apr, 2025 04:24:53 PM	04 Apr, 2025 05:12:21 PM	04 Apr, 2025 01:18:48 PM	0:06:00		Internal
621942841601			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Apr, 2025 04:24:53 PM	04 Apr, 2025 05:12:21 PM	04 Apr, 2025 01:18:48 PM	0:06:00		Internal
621942841601			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Apr, 2025 04:24:53 PM	04 Apr, 2025 05:12:21 PM	04 Apr, 2025 01:18:48 PM	0:06:00		Internal
621942841601			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Apr, 2025 04:24:53 PM	04 Apr, 2025 05:12:21 PM	04 Apr, 2025 01:18:48 PM	0:06:00		Internal
621942841601			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Apr, 2025 04:24:53 PM	04 Apr, 2025 05:12:21 PM	04 Apr, 2025 01:18:48 PM	0:06:00		Internal
621942841601			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Apr, 2025 04:24:53 PM	04 Apr, 2025 05:12:21 PM	04 Apr, 2025 01:18:48 PM	0:06:00		Internal
621942841601			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Apr, 2025 04:24:53 PM	04 Apr, 2025 05:12:21 PM	04 Apr, 2025 01:18:48 PM	0:06:00		Internal
621942841601			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		04 Apr, 2025 04:24:53 PM	04 Apr, 2025 05:12:21 PM	04 Apr, 2025 01:18:48 PM	0:06:00		Internal
621942841601			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Apr, 2025 04:24:53 PM	04 Apr, 2025 05:12:21 PM	04 Apr, 2025 01:18:48 PM	0:06:00		Internal
621942841601			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Apr, 2025 04:24:53 PM	04 Apr, 2025 05:12:21 PM	04 Apr, 2025 01:18:48 PM	0:06:00		Internal
621942841601			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Apr, 2025 04:24:53 PM	04 Apr, 2025 05:12:21 PM	04 Apr, 2025 01:18:48 PM	0:06:00		Internal
621942748110			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Apr, 2025 08:01:29 PM	04 Apr, 2025 06:38:59 PM	03 Apr, 2025 06:25:10 PM	0:08:20		Internal
621942748110			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Apr, 2025 08:01:29 PM	04 Apr, 2025 06:38:59 PM	03 Apr, 2025 06:25:10 PM	0:08:20		Internal
621942748110			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Apr, 2025 08:01:29 PM	04 Apr, 2025 06:38:59 PM	03 Apr, 2025 06:25:10 PM	0:08:20		Internal
621942748110			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Apr, 2025 08:01:29 PM	04 Apr, 2025 06:38:59 PM	03 Apr, 2025 06:25:10 PM	0:08:20		Internal
621942748110			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Apr, 2025 08:01:29 PM	04 Apr, 2025 06:38:59 PM	03 Apr, 2025 06:25:10 PM	0:08:20		Internal
621942748110			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Apr, 2025 08:01:29 PM	04 Apr, 2025 06:38:59 PM	03 Apr, 2025 06:25:10 PM	0:08:20		Internal
621942748110			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Apr, 2025 08:01:29 PM	04 Apr, 2025 06:38:59 PM	03 Apr, 2025 06:25:10 PM	0:08:20		Internal
621942748110			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Apr, 2025 08:01:29 PM	04 Apr, 2025 06:38:59 PM	03 Apr, 2025 06:25:10 PM	0:08:20		Internal
621942748110			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Apr, 2025 08:01:29 PM	04 Apr, 2025 06:38:59 PM	03 Apr, 2025 06:25:10 PM	0:08:20		Internal
621942748110			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Apr, 2025 08:01:29 PM	04 Apr, 2025 06:38:59 PM	03 Apr, 2025 06:25:10 PM	0:08:20		Internal
621942748110			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Apr, 2025 08:01:29 PM	04 Apr, 2025 06:38:59 PM	03 Apr, 2025 06:25:10 PM	0:08:20		Internal
621942748110			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Apr, 2025 08:01:29 PM	04 Apr, 2025 06:38:59 PM	03 Apr, 2025 06:25:10 PM	0:08:20		Internal
621942748110			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Apr, 2025 08:01:29 PM	04 Apr, 2025 06:38:59 PM	03 Apr, 2025 06:25:10 PM	0:08:20		Internal
621942748110			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Apr, 2025 08:01:29 PM	04 Apr, 2025 06:38:59 PM	03 Apr, 2025 06:25:10 PM	0:08:20		Internal
621942748110			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Apr, 2025 08:01:29 PM	04 Apr, 2025 06:38:59 PM	03 Apr, 2025 06:25:10 PM	0:08:20		Internal
621942748110			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Apr, 2025 08:01:29 PM	04 Apr, 2025 06:38:59 PM	03 Apr, 2025 06:25:10 PM	0:08:20		Internal
621942748110			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Apr, 2025 08:01:29 PM	04 Apr, 2025 06:38:59 PM	03 Apr, 2025 06:25:10 PM	0:08:20		Internal
621942748110			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Apr, 2025 08:01:29 PM	04 Apr, 2025 06:38:59 PM	03 Apr, 2025 06:25:10 PM	0:08:20		Internal
621942748110			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Apr, 2025 08:01:29 PM	04 Apr, 2025 06:38:59 PM	03 Apr, 2025 06:25:10 PM	0:08:20		Internal
621942748110			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Apr, 2025 08:01:29 PM	04 Apr, 2025 06:38:59 PM	03 Apr, 2025 06:25:10 PM	0:08:20		Internal
621942748110			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Apr, 2025 08:01:29 PM	04 Apr, 2025 06:38:59 PM	03 Apr, 2025 06:25:10 PM	0:08:20		Internal
621942748110			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Apr, 2025 08:01:29 PM	04 Apr, 2025 06:38:59 PM	03 Apr, 2025 06:25:10 PM	0:08:20		Internal
621942748110			CTE_Bus_Solar		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Apr, 2025 08:01:29 PM	04 Apr, 2025 06:38:59 PM	03 Apr, 2025 06:25:10 PM	0:08:20		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621942748110	[redacted]	[redacted]	CTE_Bus_Solar	[redacted]	Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	[redacted]	03 Apr, 2025 08:01:29 PM	04 Apr, 2025 06:38:59 PM	03 Apr, 2025 06:25:10 PM	0:08:20		Internal
621942748110			CTE_Bus_Solar		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Apr, 2025 08:01:29 PM	04 Apr, 2025 06:38:59 PM	03 Apr, 2025 06:25:10 PM	0:08:20		Internal
621942748110			CTE_Bus_Solar		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Apr, 2025 08:01:29 PM	04 Apr, 2025 06:38:59 PM	03 Apr, 2025 06:25:10 PM	0:08:20		Internal
621942842401			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Apr, 2025 07:03:25 PM	04 Apr, 2025 07:20:25 PM	04 Apr, 2025 01:26:19 PM	0:03:42		Internal
621942842401			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Apr, 2025 07:03:25 PM	04 Apr, 2025 07:20:25 PM	04 Apr, 2025 01:26:19 PM	0:03:42		Internal
621942842401			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Apr, 2025 07:03:25 PM	04 Apr, 2025 07:20:25 PM	04 Apr, 2025 01:26:19 PM	0:03:42		Internal
621942842401			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Apr, 2025 07:03:25 PM	04 Apr, 2025 07:20:25 PM	04 Apr, 2025 01:26:19 PM	0:03:42		Internal
621942842401			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Apr, 2025 07:03:25 PM	04 Apr, 2025 07:20:25 PM	04 Apr, 2025 01:26:19 PM	0:03:42		Internal
621942842401			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Apr, 2025 07:03:25 PM	04 Apr, 2025 07:20:25 PM	04 Apr, 2025 01:26:19 PM	0:03:42		Internal
621942842401			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Apr, 2025 07:03:25 PM	04 Apr, 2025 07:20:25 PM	04 Apr, 2025 01:26:19 PM	0:03:42		Internal
621942842401			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Apr, 2025 07:03:25 PM	04 Apr, 2025 07:20:25 PM	04 Apr, 2025 01:26:19 PM	0:03:42		Internal
621942842401			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Apr, 2025 07:03:25 PM	04 Apr, 2025 07:20:25 PM	04 Apr, 2025 01:26:19 PM	0:03:42		Internal
621942842401			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Apr, 2025 07:03:25 PM	04 Apr, 2025 07:20:25 PM	04 Apr, 2025 01:26:19 PM	0:03:42		Internal
621942842401			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Apr, 2025 07:03:25 PM	04 Apr, 2025 07:20:25 PM	04 Apr, 2025 01:26:19 PM	0:03:42		Internal
621942842401			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Apr, 2025 07:03:25 PM	04 Apr, 2025 07:20:25 PM	04 Apr, 2025 01:26:19 PM	0:03:42		Internal
621942842401			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Apr, 2025 07:03:25 PM	04 Apr, 2025 07:20:25 PM	04 Apr, 2025 01:26:19 PM	0:03:42		Internal
621942842401			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Apr, 2025 07:03:25 PM	04 Apr, 2025 07:20:25 PM	04 Apr, 2025 01:26:19 PM	0:03:42		Internal
621942842401			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Apr, 2025 07:03:25 PM	04 Apr, 2025 07:20:25 PM	04 Apr, 2025 01:26:19 PM	0:03:42		Internal
621942842401			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Apr, 2025 07:03:25 PM	04 Apr, 2025 07:20:25 PM	04 Apr, 2025 01:26:19 PM	0:03:42		Internal
621942842401			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Apr, 2025 07:03:25 PM	04 Apr, 2025 07:20:25 PM	04 Apr, 2025 01:26:19 PM	0:03:42		Internal
621942842401			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Apr, 2025 07:03:25 PM	04 Apr, 2025 07:20:25 PM	04 Apr, 2025 01:26:19 PM	0:03:42		Internal
621942842401			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Apr, 2025 07:03:25 PM	04 Apr, 2025 07:20:25 PM	04 Apr, 2025 01:26:19 PM	0:03:42		Internal
621942842401			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Apr, 2025 07:03:25 PM	04 Apr, 2025 07:20:25 PM	04 Apr, 2025 01:26:19 PM	0:03:42		Internal
621942842401			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Apr, 2025 07:03:25 PM	04 Apr, 2025 07:20:25 PM	04 Apr, 2025 01:26:19 PM	0:03:42		Internal
621942842401			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Apr, 2025 07:03:25 PM	04 Apr, 2025 07:20:25 PM	04 Apr, 2025 01:26:19 PM	0:03:42		Internal
621942842401			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		04 Apr, 2025 07:03:25 PM	04 Apr, 2025 07:20:25 PM	04 Apr, 2025 01:26:19 PM	0:03:42		Internal
621942842401			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Apr, 2025 07:03:25 PM	04 Apr, 2025 07:20:25 PM	04 Apr, 2025 01:26:19 PM	0:03:42		Internal
621942842401			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Apr, 2025 07:03:25 PM	04 Apr, 2025 07:20:25 PM	04 Apr, 2025 01:26:19 PM	0:03:42		Internal
621942842401			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Apr, 2025 07:03:25 PM	04 Apr, 2025 07:20:25 PM	04 Apr, 2025 01:26:19 PM	0:03:42		Internal
621942554723			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Apr, 2025 02:01:24 AM	04 Apr, 2025 09:07:21 PM	02 Apr, 2025 06:12:43 PM	0:05:44		Internal
621942554723			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Apr, 2025 02:01:24 AM	04 Apr, 2025 09:07:21 PM	02 Apr, 2025 06:12:43 PM	0:05:44		Internal
621942554723			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Apr, 2025 02:01:24 AM	04 Apr, 2025 09:07:21 PM	02 Apr, 2025 06:12:43 PM	0:05:44		Internal
621942554723			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Apr, 2025 02:01:24 AM	04 Apr, 2025 09:07:21 PM	02 Apr, 2025 06:12:43 PM	0:05:44		Internal
621942554723			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Apr, 2025 02:01:24 AM	04 Apr, 2025 09:07:21 PM	02 Apr, 2025 06:12:43 PM	0:05:44		Internal
621942554723			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Apr, 2025 02:01:24 AM	04 Apr, 2025 09:07:21 PM	02 Apr, 2025 06:12:43 PM	0:05:44		Internal
621942554723			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Apr, 2025 02:01:24 AM	04 Apr, 2025 09:07:21 PM	02 Apr, 2025 06:12:43 PM	0:05:44		Internal
621942554723			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Apr, 2025 02:01:24 AM	04 Apr, 2025 09:07:21 PM	02 Apr, 2025 06:12:43 PM	0:05:44		Internal
621942554723			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Apr, 2025 02:01:24 AM	04 Apr, 2025 09:07:21 PM	02 Apr, 2025 06:12:43 PM	0:05:44		Internal
621942554723			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Apr, 2025 02:01:24 AM	04 Apr, 2025 09:07:21 PM	02 Apr, 2025 06:12:43 PM	0:05:44		Internal
621942554723			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Apr, 2025 02:01:24 AM	04 Apr, 2025 09:07:21 PM	02 Apr, 2025 06:12:43 PM	0:05:44		Internal
621942554723			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Apr, 2025 02:01:24 AM	04 Apr, 2025 09:07:21 PM	02 Apr, 2025 06:12:43 PM	0:05:44		Internal
621942554723			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Apr, 2025 02:01:24 AM	04 Apr, 2025 09:07:21 PM	02 Apr, 2025 06:12:43 PM	0:05:44		Internal
621942554723			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Apr, 2025 02:01:24 AM	04 Apr, 2025 09:07:21 PM	02 Apr, 2025 06:12:43 PM	0:05:44		Internal
621942554723			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Apr, 2025 02:01:24 AM	04 Apr, 2025 09:07:21 PM	02 Apr, 2025 06:12:43 PM	0:05:44		Internal
621942554723			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Apr, 2025 02:01:24 AM	04 Apr, 2025 09:07:21 PM	02 Apr, 2025 06:12:43 PM	0:05:44		Internal
621942554723			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Apr, 2025 02:01:24 AM	04 Apr, 2025 09:07:21 PM	02 Apr, 2025 06:12:43 PM	0:05:44		Internal
621942554723			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Apr, 2025 02:01:24 AM	04 Apr, 2025 09:07:21 PM	02 Apr, 2025 06:12:43 PM	0:05:44		Internal
621942554723			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Apr, 2025 02:01:24 AM	04 Apr, 2025 09:07:21 PM	02 Apr, 2025 06:12:43 PM	0:05:44		Internal
621942554723			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Apr, 2025 02:01:24 AM	04 Apr, 2025 09:07:21 PM	02 Apr, 2025 06:12:43 PM	0:05:44		Internal
621942554723			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Apr, 2025 02:01:24 AM	04 Apr, 2025 09:07:21 PM	02 Apr, 2025 06:12:43 PM	0:05:44		Internal
621942554723			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Apr, 2025 02:01:24 AM	04 Apr, 2025 09:07:21 PM	02 Apr, 2025 06:12:43 PM	0:05:44		Internal
621942554723			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		04 Apr, 2025 02:01:24 AM	04 Apr, 2025 09:07:21 PM	02 Apr, 2025 06:12:43 PM	0:05:44		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621942554723	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	[redacted]	04 Apr, 2025 02:01:24 AM	04 Apr, 2025 09:07:21 PM	02 Apr, 2025 06:12:43 PM	0:05:44		Internal
621942554723			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Apr, 2025 02:01:24 AM	04 Apr, 2025 09:07:21 PM	02 Apr, 2025 06:12:43 PM	0:05:44		Internal
621942554723			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Apr, 2025 02:01:24 AM	04 Apr, 2025 09:07:21 PM	02 Apr, 2025 06:12:43 PM	0:05:44		Internal
597059122627			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Mar, 2025 02:32:22 PM	05 Apr, 2025 01:43:25 PM	24 Mar, 2025 02:14:33 PM	0:04:51		Internal
597059122627			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Mar, 2025 02:32:22 PM	05 Apr, 2025 01:43:25 PM	24 Mar, 2025 02:14:33 PM	0:04:51		Internal
597059122627			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Mar, 2025 02:32:22 PM	05 Apr, 2025 01:43:25 PM	24 Mar, 2025 02:14:33 PM	0:04:51		Internal
597059122627			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Mar, 2025 02:32:22 PM	05 Apr, 2025 01:43:25 PM	24 Mar, 2025 02:14:33 PM	0:04:51		Internal
597059122627			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Mar, 2025 02:32:22 PM	05 Apr, 2025 01:43:25 PM	24 Mar, 2025 02:14:33 PM	0:04:51		Internal
597059122627			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Mar, 2025 02:32:22 PM	05 Apr, 2025 01:43:25 PM	24 Mar, 2025 02:14:33 PM	0:04:51		Internal
597059122627			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Mar, 2025 02:32:22 PM	05 Apr, 2025 01:43:25 PM	24 Mar, 2025 02:14:33 PM	0:04:51		Internal
597059122627			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Mar, 2025 02:32:22 PM	05 Apr, 2025 01:43:25 PM	24 Mar, 2025 02:14:33 PM	0:04:51		Internal
597059122627			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Mar, 2025 02:32:22 PM	05 Apr, 2025 01:43:25 PM	24 Mar, 2025 02:14:33 PM	0:04:51		Internal
597059122627			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Mar, 2025 02:32:22 PM	05 Apr, 2025 01:43:25 PM	24 Mar, 2025 02:14:33 PM	0:04:51		Internal
597059122627			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Mar, 2025 02:32:22 PM	05 Apr, 2025 01:43:25 PM	24 Mar, 2025 02:14:33 PM	0:04:51		Internal
597059122627			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Mar, 2025 02:32:22 PM	05 Apr, 2025 01:43:25 PM	24 Mar, 2025 02:14:33 PM	0:04:51		Internal
597059122627			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Mar, 2025 02:32:22 PM	05 Apr, 2025 01:43:25 PM	24 Mar, 2025 02:14:33 PM	0:04:51		Internal
597059122627			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Mar, 2025 02:32:22 PM	05 Apr, 2025 01:43:25 PM	24 Mar, 2025 02:14:33 PM	0:04:51		Internal
597059122627			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Mar, 2025 02:32:22 PM	05 Apr, 2025 01:43:25 PM	24 Mar, 2025 02:14:33 PM	0:04:51		Internal
597059122627			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Mar, 2025 02:32:22 PM	05 Apr, 2025 01:43:25 PM	24 Mar, 2025 02:14:33 PM	0:04:51		Internal
597059122627			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Mar, 2025 02:32:22 PM	05 Apr, 2025 01:43:25 PM	24 Mar, 2025 02:14:33 PM	0:04:51		Internal
597059122627			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Mar, 2025 02:32:22 PM	05 Apr, 2025 01:43:25 PM	24 Mar, 2025 02:14:33 PM	0:04:51		Internal
597059122627			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Mar, 2025 02:32:22 PM	05 Apr, 2025 01:43:25 PM	24 Mar, 2025 02:14:33 PM	0:04:51		Internal
597059122627			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Mar, 2025 02:32:22 PM	05 Apr, 2025 01:43:25 PM	24 Mar, 2025 02:14:33 PM	0:04:51		Internal
597059122627			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Mar, 2025 02:32:22 PM	05 Apr, 2025 01:43:25 PM	24 Mar, 2025 02:14:33 PM	0:04:51		Internal
597059122627			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Mar, 2025 02:32:22 PM	05 Apr, 2025 01:43:25 PM	24 Mar, 2025 02:14:33 PM	0:04:51		Internal
597059122627			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		24 Mar, 2025 02:32:22 PM	05 Apr, 2025 01:43:25 PM	24 Mar, 2025 02:14:33 PM	0:04:51		Internal
597059122627			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Mar, 2025 02:32:22 PM	05 Apr, 2025 01:43:25 PM	24 Mar, 2025 02:14:33 PM	0:04:51		Internal
597059122627			CTE_Res_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Mar, 2025 02:32:22 PM	05 Apr, 2025 01:43:25 PM	24 Mar, 2025 02:14:33 PM	0:04:51		Internal
597059122627			CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Mar, 2025 02:32:22 PM	05 Apr, 2025 01:43:25 PM	24 Mar, 2025 02:14:33 PM	0:04:51		Internal
621942638883			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Apr, 2025 08:01:31 PM	07 Apr, 2025 12:28:24 PM	03 Apr, 2025 12:25:54 PM	0:02:50		Internal
621942638883			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Apr, 2025 08:01:31 PM	07 Apr, 2025 12:28:24 PM	03 Apr, 2025 12:25:54 PM	0:02:50		Internal
621942638883			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Apr, 2025 08:01:31 PM	07 Apr, 2025 12:28:24 PM	03 Apr, 2025 12:25:54 PM	0:02:50		Internal
621942638883			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Apr, 2025 08:01:31 PM	07 Apr, 2025 12:28:24 PM	03 Apr, 2025 12:25:54 PM	0:02:50		Internal
621942638883			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Apr, 2025 08:01:31 PM	07 Apr, 2025 12:28:24 PM	03 Apr, 2025 12:25:54 PM	0:02:50		Internal
621942638883			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Apr, 2025 08:01:31 PM	07 Apr, 2025 12:28:24 PM	03 Apr, 2025 12:25:54 PM	0:02:50		Internal
621942638883			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Apr, 2025 08:01:31 PM	07 Apr, 2025 12:28:24 PM	03 Apr, 2025 12:25:54 PM	0:02:50		Internal
621942638883			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Apr, 2025 08:01:31 PM	07 Apr, 2025 12:28:24 PM	03 Apr, 2025 12:25:54 PM	0:02:50		Internal
621942638883			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Apr, 2025 08:01:31 PM	07 Apr, 2025 12:28:24 PM	03 Apr, 2025 12:25:54 PM	0:02:50		Internal
621942638883			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Apr, 2025 08:01:31 PM	07 Apr, 2025 12:28:24 PM	03 Apr, 2025 12:25:54 PM	0:02:50		Internal
621942638883			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Apr, 2025 08:01:31 PM	07 Apr, 2025 12:28:24 PM	03 Apr, 2025 12:25:54 PM	0:02:50		Internal
621942638883			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Apr, 2025 08:01:31 PM	07 Apr, 2025 12:28:24 PM	03 Apr, 2025 12:25:54 PM	0:02:50		Internal
621942638883			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Apr, 2025 08:01:31 PM	07 Apr, 2025 12:28:24 PM	03 Apr, 2025 12:25:54 PM	0:02:50		Internal
621942638883			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Apr, 2025 08:01:31 PM	07 Apr, 2025 12:28:24 PM	03 Apr, 2025 12:25:54 PM	0:02:50		Internal
621942638883			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Apr, 2025 08:01:31 PM	07 Apr, 2025 12:28:24 PM	03 Apr, 2025 12:25:54 PM	0:02:50		Internal
621942638883			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Apr, 2025 08:01:31 PM	07 Apr, 2025 12:28:24 PM	03 Apr, 2025 12:25:54 PM	0:02:50		Internal
621942638883			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Apr, 2025 08:01:31 PM	07 Apr, 2025 12:28:24 PM	03 Apr, 2025 12:25:54 PM	0:02:50		Internal
621942638883			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Apr, 2025 08:01:31 PM	07 Apr, 2025 12:28:24 PM	03 Apr, 2025 12:25:54 PM	0:02:50		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621942638883	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	03 Apr, 2025 08:01:31 PM	07 Apr, 2025 12:28:24 PM	03 Apr, 2025 12:25:54 PM	0:02:50		Internal
621942638883			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Apr, 2025 08:01:31 PM	07 Apr, 2025 12:28:24 PM	03 Apr, 2025 12:25:54 PM	0:02:50		Internal
621942638883			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Apr, 2025 08:01:31 PM	07 Apr, 2025 12:28:24 PM	03 Apr, 2025 12:25:54 PM	0:02:50		Internal
621942638883			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Apr, 2025 08:01:31 PM	07 Apr, 2025 12:28:24 PM	03 Apr, 2025 12:25:54 PM	0:02:50		Internal
621942638883			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Apr, 2025 08:01:31 PM	07 Apr, 2025 12:28:24 PM	03 Apr, 2025 12:25:54 PM	0:02:50		Internal
621942638883			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Apr, 2025 08:01:31 PM	07 Apr, 2025 12:28:24 PM	03 Apr, 2025 12:25:54 PM	0:02:50		Internal
621942638883			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Apr, 2025 08:01:31 PM	07 Apr, 2025 12:28:24 PM	03 Apr, 2025 12:25:54 PM	0:02:50		Internal
621942638883			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Apr, 2025 08:01:31 PM	07 Apr, 2025 12:28:24 PM	03 Apr, 2025 12:25:54 PM	0:02:50		Internal
621942678064			CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Apr, 2025 06:01:20 AM	07 Apr, 2025 12:37:54 PM	03 Apr, 2025 02:45:24 PM	0:02:28		Internal
621942678064			CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Apr, 2025 06:01:20 AM	07 Apr, 2025 12:37:54 PM	03 Apr, 2025 02:45:24 PM	0:02:28		Internal
621942678064			CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Apr, 2025 06:01:20 AM	07 Apr, 2025 12:37:54 PM	03 Apr, 2025 02:45:24 PM	0:02:28		Internal
621942678064			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Apr, 2025 06:01:20 AM	07 Apr, 2025 12:37:54 PM	03 Apr, 2025 02:45:24 PM	0:02:28		Internal
621942678064			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Apr, 2025 06:01:20 AM	07 Apr, 2025 12:37:54 PM	03 Apr, 2025 02:45:24 PM	0:02:28		Internal
621942678064			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Apr, 2025 06:01:20 AM	07 Apr, 2025 12:37:54 PM	03 Apr, 2025 02:45:24 PM	0:02:28		Internal
621942678064			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Apr, 2025 06:01:20 AM	07 Apr, 2025 12:37:54 PM	03 Apr, 2025 02:45:24 PM	0:02:28		Internal
621942678064			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Apr, 2025 06:01:20 AM	07 Apr, 2025 12:37:54 PM	03 Apr, 2025 02:45:24 PM	0:02:28		Internal
621942678064			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Apr, 2025 06:01:20 AM	07 Apr, 2025 12:37:54 PM	03 Apr, 2025 02:45:24 PM	0:02:28		Internal
621942678064			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Apr, 2025 06:01:20 AM	07 Apr, 2025 12:37:54 PM	03 Apr, 2025 02:45:24 PM	0:02:28		Internal
621942678064			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Apr, 2025 06:01:20 AM	07 Apr, 2025 12:37:54 PM	03 Apr, 2025 02:45:24 PM	0:02:28		Internal
621942678064			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Apr, 2025 06:01:20 AM	07 Apr, 2025 12:37:54 PM	03 Apr, 2025 02:45:24 PM	0:02:28		Internal
621942678064			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Apr, 2025 06:01:20 AM	07 Apr, 2025 12:37:54 PM	03 Apr, 2025 02:45:24 PM	0:02:28		Internal
621942678064			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Apr, 2025 06:01:20 AM	07 Apr, 2025 12:37:54 PM	03 Apr, 2025 02:45:24 PM	0:02:28		Internal
621942678064			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Apr, 2025 06:01:20 AM	07 Apr, 2025 12:37:54 PM	03 Apr, 2025 02:45:24 PM	0:02:28		Internal
621942678064			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Apr, 2025 06:01:20 AM	07 Apr, 2025 12:37:54 PM	03 Apr, 2025 02:45:24 PM	0:02:28		Internal
621942678064			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Apr, 2025 06:01:20 AM	07 Apr, 2025 12:37:54 PM	03 Apr, 2025 02:45:24 PM	0:02:28		Internal
621942678064			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Apr, 2025 06:01:20 AM	07 Apr, 2025 12:37:54 PM	03 Apr, 2025 02:45:24 PM	0:02:28		Internal
621942678064			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Apr, 2025 06:01:20 AM	07 Apr, 2025 12:37:54 PM	03 Apr, 2025 02:45:24 PM	0:02:28		Internal
621942678064			CTE_Bus_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radi		04 Apr, 2025 06:01:20 AM	07 Apr, 2025 12:37:54 PM	03 Apr, 2025 02:45:24 PM	0:02:28		Internal
621942678064			CTE_Bus_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Apr, 2025 06:01:20 AM	07 Apr, 2025 12:37:54 PM	03 Apr, 2025 02:45:24 PM	0:02:28		Internal
621942678064			CTE_Bus_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Apr, 2025 06:01:20 AM	07 Apr, 2025 12:37:54 PM	03 Apr, 2025 02:45:24 PM	0:02:28		Internal
621942678064			CTE_Bus_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		04 Apr, 2025 06:01:20 AM	07 Apr, 2025 12:37:54 PM	03 Apr, 2025 02:45:24 PM	0:02:28		Internal
621942678064			CTE_Bus_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Apr, 2025 06:01:20 AM	07 Apr, 2025 12:37:54 PM	03 Apr, 2025 02:45:24 PM	0:02:28		Internal
621942678064			CTE_Bus_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Apr, 2025 06:01:20 AM	07 Apr, 2025 12:37:54 PM	03 Apr, 2025 02:45:24 PM	0:02:28		Internal
621942678064			CTE_Bus_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Apr, 2025 06:01:20 AM	07 Apr, 2025 12:37:54 PM	03 Apr, 2025 02:45:24 PM	0:02:28		Internal
621942846208			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Apr, 2025 02:01:25 PM	07 Apr, 2025 12:59:10 PM	04 Apr, 2025 01:39:56 PM	0:05:08		Internal
621942846208			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Apr, 2025 02:01:25 PM	07 Apr, 2025 12:59:10 PM	04 Apr, 2025 01:39:56 PM	0:05:08		Internal
621942846208			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Apr, 2025 02:01:25 PM	07 Apr, 2025 12:59:10 PM	04 Apr, 2025 01:39:56 PM	0:05:08		Internal
621942846208			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Apr, 2025 02:01:25 PM	07 Apr, 2025 12:59:10 PM	04 Apr, 2025 01:39:56 PM	0:05:08		Internal
621942846208			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Apr, 2025 02:01:25 PM	07 Apr, 2025 12:59:10 PM	04 Apr, 2025 01:39:56 PM	0:05:08		Internal
621942846208			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Apr, 2025 02:01:25 PM	07 Apr, 2025 12:59:10 PM	04 Apr, 2025 01:39:56 PM	0:05:08		Internal
621942846208			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Apr, 2025 02:01:25 PM	07 Apr, 2025 12:59:10 PM	04 Apr, 2025 01:39:56 PM	0:05:08		Internal
621942846208			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Apr, 2025 02:01:25 PM	07 Apr, 2025 12:59:10 PM	04 Apr, 2025 01:39:56 PM	0:05:08		Internal
621942846208			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Apr, 2025 02:01:25 PM	07 Apr, 2025 12:59:10 PM	04 Apr, 2025 01:39:56 PM	0:05:08		Internal
621942846208			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Apr, 2025 02:01:25 PM	07 Apr, 2025 12:59:10 PM	04 Apr, 2025 01:39:56 PM	0:05:08		Internal
621942846208			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Apr, 2025 02:01:25 PM	07 Apr, 2025 12:59:10 PM	04 Apr, 2025 01:39:56 PM	0:05:08		Internal
621942846208			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Apr, 2025 02:01:25 PM	07 Apr, 2025 12:59:10 PM	04 Apr, 2025 01:39:56 PM	0:05:08		Internal
621942846208			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Apr, 2025 02:01:25 PM	07 Apr, 2025 12:59:10 PM	04 Apr, 2025 01:39:56 PM	0:05:08		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621942846208	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	[redacted]	04 Apr, 2025 02:01:25 PM	07 Apr, 2025 12:59:10 PM	04 Apr, 2025 01:39:56 PM	0:05:08		Internal
621942846208			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Apr, 2025 02:01:25 PM	07 Apr, 2025 12:59:10 PM	04 Apr, 2025 01:39:56 PM	0:05:08		Internal
621942846208			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Apr, 2025 02:01:25 PM	07 Apr, 2025 12:59:10 PM	04 Apr, 2025 01:39:56 PM	0:05:08		Internal
621942846208			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Apr, 2025 02:01:25 PM	07 Apr, 2025 12:59:10 PM	04 Apr, 2025 01:39:56 PM	0:05:08		Internal
621942846208			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Apr, 2025 02:01:25 PM	07 Apr, 2025 12:59:10 PM	04 Apr, 2025 01:39:56 PM	0:05:08		Internal
621942846208			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Apr, 2025 02:01:25 PM	07 Apr, 2025 12:59:10 PM	04 Apr, 2025 01:39:56 PM	0:05:08		Internal
621942846208			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Apr, 2025 02:01:25 PM	07 Apr, 2025 12:59:10 PM	04 Apr, 2025 01:39:56 PM	0:05:08		Internal
621942846208			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Apr, 2025 02:01:25 PM	07 Apr, 2025 12:59:10 PM	04 Apr, 2025 01:39:56 PM	0:05:08		Internal
621942846208			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Apr, 2025 02:01:25 PM	07 Apr, 2025 12:59:10 PM	04 Apr, 2025 01:39:56 PM	0:05:08		Internal
621942846208			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		04 Apr, 2025 02:01:25 PM	07 Apr, 2025 12:59:10 PM	04 Apr, 2025 01:39:56 PM	0:05:08		Internal
621942846208			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Apr, 2025 02:01:25 PM	07 Apr, 2025 12:59:10 PM	04 Apr, 2025 01:39:56 PM	0:05:08		Internal
621942846208			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Apr, 2025 02:01:25 PM	07 Apr, 2025 12:59:10 PM	04 Apr, 2025 01:39:56 PM	0:05:08		Internal
621942846208			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Apr, 2025 02:01:25 PM	07 Apr, 2025 12:59:10 PM	04 Apr, 2025 01:39:56 PM	0:05:08		Internal
621943033280			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Apr, 2025 09:31:39 AM	07 Apr, 2025 01:09:27 PM	06 Apr, 2025 08:07:02 AM	0:04:14		Internal
621943033280			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Apr, 2025 09:31:39 AM	07 Apr, 2025 01:09:27 PM	06 Apr, 2025 08:07:02 AM	0:04:14		Internal
621943033280			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Apr, 2025 09:31:39 AM	07 Apr, 2025 01:09:27 PM	06 Apr, 2025 08:07:02 AM	0:04:14		Internal
621943033280			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Apr, 2025 09:31:39 AM	07 Apr, 2025 01:09:27 PM	06 Apr, 2025 08:07:02 AM	0:04:14		Internal
621943033280			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Apr, 2025 09:31:39 AM	07 Apr, 2025 01:09:27 PM	06 Apr, 2025 08:07:02 AM	0:04:14		Internal
621943033280			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Apr, 2025 09:31:39 AM	07 Apr, 2025 01:09:27 PM	06 Apr, 2025 08:07:02 AM	0:04:14		Internal
621943033280			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Apr, 2025 09:31:39 AM	07 Apr, 2025 01:09:27 PM	06 Apr, 2025 08:07:02 AM	0:04:14		Internal
621943033280			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Apr, 2025 09:31:39 AM	07 Apr, 2025 01:09:27 PM	06 Apr, 2025 08:07:02 AM	0:04:14		Internal
621943033280			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Apr, 2025 09:31:39 AM	07 Apr, 2025 01:09:27 PM	06 Apr, 2025 08:07:02 AM	0:04:14		Internal
621943033280			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Apr, 2025 09:31:39 AM	07 Apr, 2025 01:09:27 PM	06 Apr, 2025 08:07:02 AM	0:04:14		Internal
621943033280			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Apr, 2025 09:31:39 AM	07 Apr, 2025 01:09:27 PM	06 Apr, 2025 08:07:02 AM	0:04:14		Internal
621943033280			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Apr, 2025 09:31:39 AM	07 Apr, 2025 01:09:27 PM	06 Apr, 2025 08:07:02 AM	0:04:14		Internal
621943033280			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Apr, 2025 09:31:39 AM	07 Apr, 2025 01:09:27 PM	06 Apr, 2025 08:07:02 AM	0:04:14		Internal
621943033280			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Apr, 2025 09:31:39 AM	07 Apr, 2025 01:09:27 PM	06 Apr, 2025 08:07:02 AM	0:04:14		Internal
621943033280			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Apr, 2025 09:31:39 AM	07 Apr, 2025 01:09:27 PM	06 Apr, 2025 08:07:02 AM	0:04:14		Internal
621943033280			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Apr, 2025 09:31:39 AM	07 Apr, 2025 01:09:27 PM	06 Apr, 2025 08:07:02 AM	0:04:14		Internal
621943033280			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Apr, 2025 09:31:39 AM	07 Apr, 2025 01:09:27 PM	06 Apr, 2025 08:07:02 AM	0:04:14		Internal
621943033280			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Apr, 2025 09:31:39 AM	07 Apr, 2025 01:09:27 PM	06 Apr, 2025 08:07:02 AM	0:04:14		Internal
621943033280			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Apr, 2025 09:31:39 AM	07 Apr, 2025 01:09:27 PM	06 Apr, 2025 08:07:02 AM	0:04:14		Internal
621943033280			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Apr, 2025 09:31:39 AM	07 Apr, 2025 01:09:27 PM	06 Apr, 2025 08:07:02 AM	0:04:14		Internal
621943033280			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Apr, 2025 09:31:39 AM	07 Apr, 2025 01:09:27 PM	06 Apr, 2025 08:07:02 AM	0:04:14		Internal
621943033280			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Apr, 2025 09:31:39 AM	07 Apr, 2025 01:09:27 PM	06 Apr, 2025 08:07:02 AM	0:04:14		Internal
621943033280			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		06 Apr, 2025 09:31:39 AM	07 Apr, 2025 01:09:27 PM	06 Apr, 2025 08:07:02 AM	0:04:14		Internal
621943033280			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Apr, 2025 09:31:39 AM	07 Apr, 2025 01:09:27 PM	06 Apr, 2025 08:07:02 AM	0:04:14		Internal
621943033280			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Apr, 2025 09:31:39 AM	07 Apr, 2025 01:09:27 PM	06 Apr, 2025 08:07:02 AM	0:04:14		Internal
621943033280			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Apr, 2025 09:31:39 AM	07 Apr, 2025 01:09:27 PM	06 Apr, 2025 08:07:02 AM	0:04:14		Internal
621943064334			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Apr, 2025 12:30:42 PM	07 Apr, 2025 01:32:23 PM	07 Apr, 2025 12:16:54 PM	0:03:30		Internal
621943064334			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Apr, 2025 12:30:42 PM	07 Apr, 2025 01:32:23 PM	07 Apr, 2025 12:16:54 PM	0:03:30		Internal
621943064334			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Apr, 2025 12:30:42 PM	07 Apr, 2025 01:32:23 PM	07 Apr, 2025 12:16:54 PM	0:03:30		Internal
621943064334			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Apr, 2025 12:30:42 PM	07 Apr, 2025 01:32:23 PM	07 Apr, 2025 12:16:54 PM	0:03:30		Internal
621943064334			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Apr, 2025 12:30:42 PM	07 Apr, 2025 01:32:23 PM	07 Apr, 2025 12:16:54 PM	0:03:30		Internal
621943064334			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Apr, 2025 12:30:42 PM	07 Apr, 2025 01:32:23 PM	07 Apr, 2025 12:16:54 PM	0:03:30		Internal
621943064334			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Apr, 2025 12:30:42 PM	07 Apr, 2025 01:32:23 PM	07 Apr, 2025 12:16:54 PM	0:03:30		Internal
621943064334			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Apr, 2025 12:30:42 PM	07 Apr, 2025 01:32:23 PM	07 Apr, 2025 12:16:54 PM	0:03:30		Internal
621943064334			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Apr, 2025 12:30:42 PM	07 Apr, 2025 01:32:23 PM	07 Apr, 2025 12:16:54 PM	0:03:30		Internal
621943064334			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Apr, 2025 12:30:42 PM	07 Apr, 2025 01:32:23 PM	07 Apr, 2025 12:16:54 PM	0:03:30		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621943064334	[redacted]		CTE_Res_Payment	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	07 Apr, 2025 12:30:42 PM	07 Apr, 2025 01:32:23 PM	07 Apr, 2025 12:16:54 PM	0:03:30		Internal
621943064334			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Apr, 2025 12:30:42 PM	07 Apr, 2025 01:32:23 PM	07 Apr, 2025 12:16:54 PM	0:03:30		Internal
621943064334			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Apr, 2025 12:30:42 PM	07 Apr, 2025 01:32:23 PM	07 Apr, 2025 12:16:54 PM	0:03:30		Internal
621943064334			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Apr, 2025 12:30:42 PM	07 Apr, 2025 01:32:23 PM	07 Apr, 2025 12:16:54 PM	0:03:30		Internal
621943064334			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Apr, 2025 12:30:42 PM	07 Apr, 2025 01:32:23 PM	07 Apr, 2025 12:16:54 PM	0:03:30		Internal
621943064334			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Apr, 2025 12:30:42 PM	07 Apr, 2025 01:32:23 PM	07 Apr, 2025 12:16:54 PM	0:03:30		Internal
621943064334			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Apr, 2025 12:30:42 PM	07 Apr, 2025 01:32:23 PM	07 Apr, 2025 12:16:54 PM	0:03:30		Internal
621943064334			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Apr, 2025 12:30:42 PM	07 Apr, 2025 01:32:23 PM	07 Apr, 2025 12:16:54 PM	0:03:30		Internal
621943064334			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Apr, 2025 12:30:42 PM	07 Apr, 2025 01:32:23 PM	07 Apr, 2025 12:16:54 PM	0:03:30		Internal
621943064334			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Apr, 2025 12:30:42 PM	07 Apr, 2025 01:32:23 PM	07 Apr, 2025 12:16:54 PM	0:03:30		Internal
621943064334			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Apr, 2025 12:30:42 PM	07 Apr, 2025 01:32:23 PM	07 Apr, 2025 12:16:54 PM	0:03:30		Internal
621943064334			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Apr, 2025 12:30:42 PM	07 Apr, 2025 01:32:23 PM	07 Apr, 2025 12:16:54 PM	0:03:30		Internal
621943064334			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		07 Apr, 2025 12:30:42 PM	07 Apr, 2025 01:32:23 PM	07 Apr, 2025 12:16:54 PM	0:03:30		Internal
621943064334			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Apr, 2025 12:30:42 PM	07 Apr, 2025 01:32:23 PM	07 Apr, 2025 12:16:54 PM	0:03:30		Internal
621943064334			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Apr, 2025 12:30:42 PM	07 Apr, 2025 01:32:23 PM	07 Apr, 2025 12:16:54 PM	0:03:30		Internal
621943064334			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Apr, 2025 12:30:42 PM	07 Apr, 2025 01:32:23 PM	07 Apr, 2025 12:16:54 PM	0:03:30		Internal
621942825044			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Apr, 2025 01:14:25 PM	07 Apr, 2025 01:44:38 PM	04 Apr, 2025 09:55:43 AM	0:03:31		Internal
621942825044			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Apr, 2025 01:14:25 PM	07 Apr, 2025 01:44:38 PM	04 Apr, 2025 09:55:43 AM	0:03:31		Internal
621942825044			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Apr, 2025 01:14:25 PM	07 Apr, 2025 01:44:38 PM	04 Apr, 2025 09:55:43 AM	0:03:31		Internal
621942825044			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Apr, 2025 01:14:25 PM	07 Apr, 2025 01:44:38 PM	04 Apr, 2025 09:55:43 AM	0:03:31		Internal
621942825044			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Apr, 2025 01:14:25 PM	07 Apr, 2025 01:44:38 PM	04 Apr, 2025 09:55:43 AM	0:03:31		Internal
621942825044			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Apr, 2025 01:14:25 PM	07 Apr, 2025 01:44:38 PM	04 Apr, 2025 09:55:43 AM	0:03:31		Internal
621942825044			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Apr, 2025 01:14:25 PM	07 Apr, 2025 01:44:38 PM	04 Apr, 2025 09:55:43 AM	0:03:31		Internal
621942825044			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Apr, 2025 01:14:25 PM	07 Apr, 2025 01:44:38 PM	04 Apr, 2025 09:55:43 AM	0:03:31		Internal
621942825044			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Apr, 2025 01:14:25 PM	07 Apr, 2025 01:44:38 PM	04 Apr, 2025 09:55:43 AM	0:03:31		Internal
621942825044			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Apr, 2025 01:14:25 PM	07 Apr, 2025 01:44:38 PM	04 Apr, 2025 09:55:43 AM	0:03:31		Internal
621942825044			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Apr, 2025 01:14:25 PM	07 Apr, 2025 01:44:38 PM	04 Apr, 2025 09:55:43 AM	0:03:31		Internal
621942825044			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Apr, 2025 01:14:25 PM	07 Apr, 2025 01:44:38 PM	04 Apr, 2025 09:55:43 AM	0:03:31		Internal
621942825044			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Apr, 2025 01:14:25 PM	07 Apr, 2025 01:44:38 PM	04 Apr, 2025 09:55:43 AM	0:03:31		Internal
621942825044			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Apr, 2025 01:14:25 PM	07 Apr, 2025 01:44:38 PM	04 Apr, 2025 09:55:43 AM	0:03:31		Internal
621942825044			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Apr, 2025 01:14:25 PM	07 Apr, 2025 01:44:38 PM	04 Apr, 2025 09:55:43 AM	0:03:31		Internal
621942825044			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Apr, 2025 01:14:25 PM	07 Apr, 2025 01:44:38 PM	04 Apr, 2025 09:55:43 AM	0:03:31		Internal
621942825044			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Apr, 2025 01:14:25 PM	07 Apr, 2025 01:44:38 PM	04 Apr, 2025 09:55:43 AM	0:03:31		Internal
621942825044			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Apr, 2025 01:14:25 PM	07 Apr, 2025 01:44:38 PM	04 Apr, 2025 09:55:43 AM	0:03:31		Internal
621942825044			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Apr, 2025 01:14:25 PM	07 Apr, 2025 01:44:38 PM	04 Apr, 2025 09:55:43 AM	0:03:31		Internal
621942825044			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Apr, 2025 01:14:25 PM	07 Apr, 2025 01:44:38 PM	04 Apr, 2025 09:55:43 AM	0:03:31		Internal
621942825044			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Apr, 2025 01:14:25 PM	07 Apr, 2025 01:44:38 PM	04 Apr, 2025 09:55:43 AM	0:03:31		Internal
621942825044			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Apr, 2025 01:14:25 PM	07 Apr, 2025 01:44:38 PM	04 Apr, 2025 09:55:43 AM	0:03:31		Internal
621942825044			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		07 Apr, 2025 01:14:25 PM	07 Apr, 2025 01:44:38 PM	04 Apr, 2025 09:55:43 AM	0:03:31		Internal
621942825044			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Apr, 2025 01:14:25 PM	07 Apr, 2025 01:44:38 PM	04 Apr, 2025 09:55:43 AM	0:03:31		Internal
621942825044			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Apr, 2025 01:14:25 PM	07 Apr, 2025 01:44:38 PM	04 Apr, 2025 09:55:43 AM	0:03:31		Internal
621942825044			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Apr, 2025 01:14:25 PM	07 Apr, 2025 01:44:38 PM	04 Apr, 2025 09:55:43 AM	0:03:31		Internal
621943043320			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Apr, 2025 05:30:35 PM	07 Apr, 2025 02:15:06 PM	06 Apr, 2025 04:57:28 PM	0:03:39		Internal
621943043320			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Apr, 2025 05:30:35 PM	07 Apr, 2025 02:15:06 PM	06 Apr, 2025 04:57:28 PM	0:03:39		Internal
621943043320			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Apr, 2025 05:30:35 PM	07 Apr, 2025 02:15:06 PM	06 Apr, 2025 04:57:28 PM	0:03:39		Internal
621943043320			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Apr, 2025 05:30:35 PM	07 Apr, 2025 02:15:06 PM	06 Apr, 2025 04:57:28 PM	0:03:39		Internal
621943043320			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Apr, 2025 05:30:35 PM	07 Apr, 2025 02:15:06 PM	06 Apr, 2025 04:57:28 PM	0:03:39		Internal
621943043320			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Apr, 2025 05:30:35 PM	07 Apr, 2025 02:15:06 PM	06 Apr, 2025 04:57:28 PM	0:03:39		Internal
621943043320			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Apr, 2025 05:30:35 PM	07 Apr, 2025 02:15:06 PM	06 Apr, 2025 04:57:28 PM	0:03:39		Internal
621943043320			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Apr, 2025 05:30:35 PM	07 Apr, 2025 02:15:06 PM	06 Apr, 2025 04:57:28 PM	0:03:39		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621943043320	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	06 Apr, 2025 05:30:35 PM	07 Apr, 2025 02:15:06 PM	06 Apr, 2025 04:57:28 PM	0:03:39		Internal
621943043320			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	06 Apr, 2025 05:30:35 PM	07 Apr, 2025 02:15:06 PM	06 Apr, 2025 04:57:28 PM	0:03:39		Internal
621943043320			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	06 Apr, 2025 05:30:35 PM	07 Apr, 2025 02:15:06 PM	06 Apr, 2025 04:57:28 PM	0:03:39		Internal
621943043320			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	06 Apr, 2025 05:30:35 PM	07 Apr, 2025 02:15:06 PM	06 Apr, 2025 04:57:28 PM	0:03:39		Internal
621943043320			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	06 Apr, 2025 05:30:35 PM	07 Apr, 2025 02:15:06 PM	06 Apr, 2025 04:57:28 PM	0:03:39		Internal
621943043320			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	06 Apr, 2025 05:30:35 PM	07 Apr, 2025 02:15:06 PM	06 Apr, 2025 04:57:28 PM	0:03:39		Internal
621943043320			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	06 Apr, 2025 05:30:35 PM	07 Apr, 2025 02:15:06 PM	06 Apr, 2025 04:57:28 PM	0:03:39		Internal
621943043320			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	06 Apr, 2025 05:30:35 PM	07 Apr, 2025 02:15:06 PM	06 Apr, 2025 04:57:28 PM	0:03:39		Internal
621943043320			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	06 Apr, 2025 05:30:35 PM	07 Apr, 2025 02:15:06 PM	06 Apr, 2025 04:57:28 PM	0:03:39		Internal
621943043320			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	06 Apr, 2025 05:30:35 PM	07 Apr, 2025 02:15:06 PM	06 Apr, 2025 04:57:28 PM	0:03:39		Internal
621943043320			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	06 Apr, 2025 05:30:35 PM	07 Apr, 2025 02:15:06 PM	06 Apr, 2025 04:57:28 PM	0:03:39		Internal
621943043320			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	06 Apr, 2025 05:30:35 PM	07 Apr, 2025 02:15:06 PM	06 Apr, 2025 04:57:28 PM	0:03:39		Internal
621943043320			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	06 Apr, 2025 05:30:35 PM	07 Apr, 2025 02:15:06 PM	06 Apr, 2025 04:57:28 PM	0:03:39		Internal
621943043320			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	06 Apr, 2025 05:30:35 PM	07 Apr, 2025 02:15:06 PM	06 Apr, 2025 04:57:28 PM	0:03:39		Internal
621943043320			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	06 Apr, 2025 05:30:35 PM	07 Apr, 2025 02:15:06 PM	06 Apr, 2025 04:57:28 PM	0:03:39		Internal
621943043320			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	06 Apr, 2025 05:30:35 PM	07 Apr, 2025 02:15:06 PM	06 Apr, 2025 04:57:28 PM	0:03:39		Internal
621943043320			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	06 Apr, 2025 05:30:35 PM	07 Apr, 2025 02:15:06 PM	06 Apr, 2025 04:57:28 PM	0:03:39		Internal
621943043320			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	06 Apr, 2025 05:30:35 PM	07 Apr, 2025 02:15:06 PM	06 Apr, 2025 04:57:28 PM	0:03:39		Internal
621942839343			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	05 Apr, 2025 05:01:51 AM	07 Apr, 2025 02:19:30 PM	04 Apr, 2025 01:10:52 PM	0:07:06		Internal
621942839343			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	05 Apr, 2025 05:01:51 AM	07 Apr, 2025 02:19:30 PM	04 Apr, 2025 01:10:52 PM	0:07:06		Internal
621942839343			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	05 Apr, 2025 05:01:51 AM	07 Apr, 2025 02:19:30 PM	04 Apr, 2025 01:10:52 PM	0:07:06		Internal
621942839343			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	05 Apr, 2025 05:01:51 AM	07 Apr, 2025 02:19:30 PM	04 Apr, 2025 01:10:52 PM	0:07:06		Internal
621942839343			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	05 Apr, 2025 05:01:51 AM	07 Apr, 2025 02:19:30 PM	04 Apr, 2025 01:10:52 PM	0:07:06		Internal
621942839343			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	05 Apr, 2025 05:01:51 AM	07 Apr, 2025 02:19:30 PM	04 Apr, 2025 01:10:52 PM	0:07:06		Internal
621942839343			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	05 Apr, 2025 05:01:51 AM	07 Apr, 2025 02:19:30 PM	04 Apr, 2025 01:10:52 PM	0:07:06		Internal
621942839343			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	05 Apr, 2025 05:01:51 AM	07 Apr, 2025 02:19:30 PM	04 Apr, 2025 01:10:52 PM	0:07:06		Internal
621942839343			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	05 Apr, 2025 05:01:51 AM	07 Apr, 2025 02:19:30 PM	04 Apr, 2025 01:10:52 PM	0:07:06		Internal
621942839343			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	05 Apr, 2025 05:01:51 AM	07 Apr, 2025 02:19:30 PM	04 Apr, 2025 01:10:52 PM	0:07:06		Internal
621942839343			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	05 Apr, 2025 05:01:51 AM	07 Apr, 2025 02:19:30 PM	04 Apr, 2025 01:10:52 PM	0:07:06		Internal
621942839343			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	05 Apr, 2025 05:01:51 AM	07 Apr, 2025 02:19:30 PM	04 Apr, 2025 01:10:52 PM	0:07:06		Internal
621942839343			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	05 Apr, 2025 05:01:51 AM	07 Apr, 2025 02:19:30 PM	04 Apr, 2025 01:10:52 PM	0:07:06		Internal
621942839343			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	05 Apr, 2025 05:01:51 AM	07 Apr, 2025 02:19:30 PM	04 Apr, 2025 01:10:52 PM	0:07:06		Internal
621942839343			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	05 Apr, 2025 05:01:51 AM	07 Apr, 2025 02:19:30 PM	04 Apr, 2025 01:10:52 PM	0:07:06		Internal
621942839343			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	05 Apr, 2025 05:01:51 AM	07 Apr, 2025 02:19:30 PM	04 Apr, 2025 01:10:52 PM	0:07:06		Internal
621942839343			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	05 Apr, 2025 05:01:51 AM	07 Apr, 2025 02:19:30 PM	04 Apr, 2025 01:10:52 PM	0:07:06		Internal
621942839343			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	05 Apr, 2025 05:01:51 AM	07 Apr, 2025 02:19:30 PM	04 Apr, 2025 01:10:52 PM	0:07:06		Internal
621942839343			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	05 Apr, 2025 05:01:51 AM	07 Apr, 2025 02:19:30 PM	04 Apr, 2025 01:10:52 PM	0:07:06		Internal
621942839343			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	05 Apr, 2025 05:01:51 AM	07 Apr, 2025 02:19:30 PM	04 Apr, 2025 01:10:52 PM	0:07:06		Internal
621942839343			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	05 Apr, 2025 05:01:51 AM	07 Apr, 2025 02:19:30 PM	04 Apr, 2025 01:10:52 PM	0:07:06		Internal
621942839343			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	05 Apr, 2025 05:01:51 AM	07 Apr, 2025 02:19:30 PM	04 Apr, 2025 01:10:52 PM	0:07:06		Internal
621942839343			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	05 Apr, 2025 05:01:51 AM	07 Apr, 2025 02:19:30 PM	04 Apr, 2025 01:10:52 PM	0:07:06		Internal
621942839343			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	05 Apr, 2025 05:01:51 AM	07 Apr, 2025 02:19:30 PM	04 Apr, 2025 01:10:52 PM	0:07:06		Internal
621942839343			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	05 Apr, 2025 05:01:51 AM	07 Apr, 2025 02:19:30 PM	04 Apr, 2025 01:10:52 PM	0:07:06		Internal
621942839343			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	05 Apr, 2025 05:01:51 AM	07 Apr, 2025 02:19:30 PM	04 Apr, 2025 01:10:52 PM	0:07:06		Internal
621942818692			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	07 Apr, 2025 02:08:02 PM	07 Apr, 2025 02:19:48 PM	04 Apr, 2025 12:08:45 AM	0:03:29		Internal
621942818692			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	07 Apr, 2025 02:08:02 PM	07 Apr, 2025 02:19:48 PM	04 Apr, 2025 12:08:45 AM	0:03:29		Internal
621942818692			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	07 Apr, 2025 02:08:02 PM	07 Apr, 2025 02:19:48 PM	04 Apr, 2025 12:08:45 AM	0:03:29		Internal
621942818692			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	07 Apr, 2025 02:08:02 PM	07 Apr, 2025 02:19:48 PM	04 Apr, 2025 12:08:45 AM	0:03:29		Internal
621942818692			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	07 Apr, 2025 02:08:02 PM	07 Apr, 2025 02:19:48 PM	04 Apr, 2025 12:08:45 AM	0:03:29		Internal
621942818692			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	07 Apr, 2025 02:08:02 PM	07 Apr, 2025 02:19:48 PM	04 Apr, 2025 12:08:45 AM	0:03:29		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621942818692	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	07 Apr, 2025 02:08:02 PM	07 Apr, 2025 02:19:48 PM	04 Apr, 2025 12:08:45 AM	0:03:29		Internal
621942818692			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Apr, 2025 02:08:02 PM	07 Apr, 2025 02:19:48 PM	04 Apr, 2025 12:08:45 AM	0:03:29		Internal
621942818692			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Apr, 2025 02:08:02 PM	07 Apr, 2025 02:19:48 PM	04 Apr, 2025 12:08:45 AM	0:03:29		Internal
621942818692			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Apr, 2025 02:08:02 PM	07 Apr, 2025 02:19:48 PM	04 Apr, 2025 12:08:45 AM	0:03:29		Internal
621942818692			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Apr, 2025 02:08:02 PM	07 Apr, 2025 02:19:48 PM	04 Apr, 2025 12:08:45 AM	0:03:29		Internal
621942818692			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Apr, 2025 02:08:02 PM	07 Apr, 2025 02:19:48 PM	04 Apr, 2025 12:08:45 AM	0:03:29		Internal
621942818692			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Apr, 2025 02:08:02 PM	07 Apr, 2025 02:19:48 PM	04 Apr, 2025 12:08:45 AM	0:03:29		Internal
621942818692			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Apr, 2025 02:08:02 PM	07 Apr, 2025 02:19:48 PM	04 Apr, 2025 12:08:45 AM	0:03:29		Internal
621942818692			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Apr, 2025 02:08:02 PM	07 Apr, 2025 02:19:48 PM	04 Apr, 2025 12:08:45 AM	0:03:29		Internal
621942818692			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Apr, 2025 02:08:02 PM	07 Apr, 2025 02:19:48 PM	04 Apr, 2025 12:08:45 AM	0:03:29		Internal
621942818692			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Apr, 2025 02:08:02 PM	07 Apr, 2025 02:19:48 PM	04 Apr, 2025 12:08:45 AM	0:03:29		Internal
621942818692			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Apr, 2025 02:08:02 PM	07 Apr, 2025 02:19:48 PM	04 Apr, 2025 12:08:45 AM	0:03:29		Internal
621942818692			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Apr, 2025 02:08:02 PM	07 Apr, 2025 02:19:48 PM	04 Apr, 2025 12:08:45 AM	0:03:29		Internal
621942818692			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Apr, 2025 02:08:02 PM	07 Apr, 2025 02:19:48 PM	04 Apr, 2025 12:08:45 AM	0:03:29		Internal
621942818692			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Apr, 2025 02:08:02 PM	07 Apr, 2025 02:19:48 PM	04 Apr, 2025 12:08:45 AM	0:03:29		Internal
621942818692			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Apr, 2025 02:08:02 PM	07 Apr, 2025 02:19:48 PM	04 Apr, 2025 12:08:45 AM	0:03:29		Internal
621942818692			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		07 Apr, 2025 02:08:02 PM	07 Apr, 2025 02:19:48 PM	04 Apr, 2025 12:08:45 AM	0:03:29		Internal
621942818692			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Apr, 2025 02:08:02 PM	07 Apr, 2025 02:19:48 PM	04 Apr, 2025 12:08:45 AM	0:03:29		Internal
621942818692			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Apr, 2025 02:08:02 PM	07 Apr, 2025 02:19:48 PM	04 Apr, 2025 12:08:45 AM	0:03:29		Internal
621942818692			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Apr, 2025 02:08:02 PM	07 Apr, 2025 02:19:48 PM	04 Apr, 2025 12:08:45 AM	0:03:29		Internal
621942680326			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Apr, 2025 10:01:28 PM	07 Apr, 2025 02:27:46 PM	03 Apr, 2025 02:46:38 PM	0:03:49		Internal
621942680326			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Apr, 2025 10:01:28 PM	07 Apr, 2025 02:27:46 PM	03 Apr, 2025 02:46:38 PM	0:03:49		Internal
621942680326			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Apr, 2025 10:01:28 PM	07 Apr, 2025 02:27:46 PM	03 Apr, 2025 02:46:38 PM	0:03:49		Internal
621942680326			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Apr, 2025 10:01:28 PM	07 Apr, 2025 02:27:46 PM	03 Apr, 2025 02:46:38 PM	0:03:49		Internal
621942680326			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Apr, 2025 10:01:28 PM	07 Apr, 2025 02:27:46 PM	03 Apr, 2025 02:46:38 PM	0:03:49		Internal
621942680326			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Apr, 2025 10:01:28 PM	07 Apr, 2025 02:27:46 PM	03 Apr, 2025 02:46:38 PM	0:03:49		Internal
621942680326			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Apr, 2025 10:01:28 PM	07 Apr, 2025 02:27:46 PM	03 Apr, 2025 02:46:38 PM	0:03:49		Internal
621942680326			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Apr, 2025 10:01:28 PM	07 Apr, 2025 02:27:46 PM	03 Apr, 2025 02:46:38 PM	0:03:49		Internal
621942680326			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Apr, 2025 10:01:28 PM	07 Apr, 2025 02:27:46 PM	03 Apr, 2025 02:46:38 PM	0:03:49		Internal
621942680326			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Apr, 2025 10:01:28 PM	07 Apr, 2025 02:27:46 PM	03 Apr, 2025 02:46:38 PM	0:03:49		Internal
621942680326			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Apr, 2025 10:01:28 PM	07 Apr, 2025 02:27:46 PM	03 Apr, 2025 02:46:38 PM	0:03:49		Internal
621942680326			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Apr, 2025 10:01:28 PM	07 Apr, 2025 02:27:46 PM	03 Apr, 2025 02:46:38 PM	0:03:49		Internal
621942680326			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Apr, 2025 10:01:28 PM	07 Apr, 2025 02:27:46 PM	03 Apr, 2025 02:46:38 PM	0:03:49		Internal
621942680326			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Apr, 2025 10:01:28 PM	07 Apr, 2025 02:27:46 PM	03 Apr, 2025 02:46:38 PM	0:03:49		Internal
621942680326			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Apr, 2025 10:01:28 PM	07 Apr, 2025 02:27:46 PM	03 Apr, 2025 02:46:38 PM	0:03:49		Internal
621942680326			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Apr, 2025 10:01:28 PM	07 Apr, 2025 02:27:46 PM	03 Apr, 2025 02:46:38 PM	0:03:49		Internal
621942680326			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Apr, 2025 10:01:28 PM	07 Apr, 2025 02:27:46 PM	03 Apr, 2025 02:46:38 PM	0:03:49		Internal
621942680326			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Apr, 2025 10:01:28 PM	07 Apr, 2025 02:27:46 PM	03 Apr, 2025 02:46:38 PM	0:03:49		Internal
621942680326			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Apr, 2025 10:01:28 PM	07 Apr, 2025 02:27:46 PM	03 Apr, 2025 02:46:38 PM	0:03:49		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621942680326	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	[redacted]	04 Apr, 2025 10:01:28 PM	07 Apr, 2025 02:27:46 PM	03 Apr, 2025 02:46:38 PM	0:03:49		Internal
621942680326			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Apr, 2025 10:01:28 PM	07 Apr, 2025 02:27:46 PM	03 Apr, 2025 02:46:38 PM	0:03:49		Internal
621942680326			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Apr, 2025 10:01:28 PM	07 Apr, 2025 02:27:46 PM	03 Apr, 2025 02:46:38 PM	0:03:49		Internal
621942680326			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		04 Apr, 2025 10:01:28 PM	07 Apr, 2025 02:27:46 PM	03 Apr, 2025 02:46:38 PM	0:03:49		Internal
621942680326			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Apr, 2025 10:01:28 PM	07 Apr, 2025 02:27:46 PM	03 Apr, 2025 02:46:38 PM	0:03:49		Internal
621942680326			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Apr, 2025 10:01:28 PM	07 Apr, 2025 02:27:46 PM	03 Apr, 2025 02:46:38 PM	0:03:49		Internal
621942680326			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Apr, 2025 10:01:28 PM	07 Apr, 2025 02:27:46 PM	03 Apr, 2025 02:46:38 PM	0:03:49		Internal
621942016258			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Mar, 2025 08:30:53 PM	07 Apr, 2025 02:36:48 PM	30 Mar, 2025 08:23:24 PM	0:06:29		Internal
621942016258			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Mar, 2025 08:30:53 PM	07 Apr, 2025 02:36:48 PM	30 Mar, 2025 08:23:24 PM	0:06:29		Internal
621942016258			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Mar, 2025 08:30:53 PM	07 Apr, 2025 02:36:48 PM	30 Mar, 2025 08:23:24 PM	0:06:29		Internal
621942016258			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Mar, 2025 08:30:53 PM	07 Apr, 2025 02:36:48 PM	30 Mar, 2025 08:23:24 PM	0:06:29		Internal
621942016258			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Mar, 2025 08:30:53 PM	07 Apr, 2025 02:36:48 PM	30 Mar, 2025 08:23:24 PM	0:06:29		Internal
621942016258			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Mar, 2025 08:30:53 PM	07 Apr, 2025 02:36:48 PM	30 Mar, 2025 08:23:24 PM	0:06:29		Internal
621942016258			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Mar, 2025 08:30:53 PM	07 Apr, 2025 02:36:48 PM	30 Mar, 2025 08:23:24 PM	0:06:29		Internal
621942016258			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Mar, 2025 08:30:53 PM	07 Apr, 2025 02:36:48 PM	30 Mar, 2025 08:23:24 PM	0:06:29		Internal
621942016258			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Mar, 2025 08:30:53 PM	07 Apr, 2025 02:36:48 PM	30 Mar, 2025 08:23:24 PM	0:06:29		Internal
621942016258			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Mar, 2025 08:30:53 PM	07 Apr, 2025 02:36:48 PM	30 Mar, 2025 08:23:24 PM	0:06:29		Internal
621942016258			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Mar, 2025 08:30:53 PM	07 Apr, 2025 02:36:48 PM	30 Mar, 2025 08:23:24 PM	0:06:29		Internal
621942016258			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Mar, 2025 08:30:53 PM	07 Apr, 2025 02:36:48 PM	30 Mar, 2025 08:23:24 PM	0:06:29		Internal
621942016258			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Mar, 2025 08:30:53 PM	07 Apr, 2025 02:36:48 PM	30 Mar, 2025 08:23:24 PM	0:06:29		Internal
621942016258			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Mar, 2025 08:30:53 PM	07 Apr, 2025 02:36:48 PM	30 Mar, 2025 08:23:24 PM	0:06:29		Internal
621942016258			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Mar, 2025 08:30:53 PM	07 Apr, 2025 02:36:48 PM	30 Mar, 2025 08:23:24 PM	0:06:29		Internal
621942016258			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Mar, 2025 08:30:53 PM	07 Apr, 2025 02:36:48 PM	30 Mar, 2025 08:23:24 PM	0:06:29		Internal
621942016258			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Mar, 2025 08:30:53 PM	07 Apr, 2025 02:36:48 PM	30 Mar, 2025 08:23:24 PM	0:06:29		Internal
621942016258			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Mar, 2025 08:30:53 PM	07 Apr, 2025 02:36:48 PM	30 Mar, 2025 08:23:24 PM	0:06:29		Internal
621942016258			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Mar, 2025 08:30:53 PM	07 Apr, 2025 02:36:48 PM	30 Mar, 2025 08:23:24 PM	0:06:29		Internal
621942016258			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Mar, 2025 08:30:53 PM	07 Apr, 2025 02:36:48 PM	30 Mar, 2025 08:23:24 PM	0:06:29		Internal
621942016258			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Mar, 2025 08:30:53 PM	07 Apr, 2025 02:36:48 PM	30 Mar, 2025 08:23:24 PM	0:06:29		Internal
621942016258			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Mar, 2025 08:30:53 PM	07 Apr, 2025 02:36:48 PM	30 Mar, 2025 08:23:24 PM	0:06:29		Internal
621942016258			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		30 Mar, 2025 08:30:53 PM	07 Apr, 2025 02:36:48 PM	30 Mar, 2025 08:23:24 PM	0:06:29		Internal
621942016258			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Mar, 2025 08:30:53 PM	07 Apr, 2025 02:36:48 PM	30 Mar, 2025 08:23:24 PM	0:06:29		Internal
621942016258			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Mar, 2025 08:30:53 PM	07 Apr, 2025 02:36:48 PM	30 Mar, 2025 08:23:24 PM	0:06:29		Internal
621942016258			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Mar, 2025 08:30:53 PM	07 Apr, 2025 02:36:48 PM	30 Mar, 2025 08:23:24 PM	0:06:29		Internal
621942622859			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Apr, 2025 02:37:56 PM	07 Apr, 2025 02:41:20 PM	02 Apr, 2025 11:00:44 PM	0:02:52		Internal
621942622859			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Apr, 2025 02:37:56 PM	07 Apr, 2025 02:41:20 PM	02 Apr, 2025 11:00:44 PM	0:02:52		Internal
621942622859			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Apr, 2025 02:37:56 PM	07 Apr, 2025 02:41:20 PM	02 Apr, 2025 11:00:44 PM	0:02:52		Internal
621942622859			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Apr, 2025 02:37:56 PM	07 Apr, 2025 02:41:20 PM	02 Apr, 2025 11:00:44 PM	0:02:52		Internal
621942622859			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Apr, 2025 02:37:56 PM	07 Apr, 2025 02:41:20 PM	02 Apr, 2025 11:00:44 PM	0:02:52		Internal
621942622859			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Apr, 2025 02:37:56 PM	07 Apr, 2025 02:41:20 PM	02 Apr, 2025 11:00:44 PM	0:02:52		Internal
621942622859			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Apr, 2025 02:37:56 PM	07 Apr, 2025 02:41:20 PM	02 Apr, 2025 11:00:44 PM	0:02:52		Internal
621942622859			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Apr, 2025 02:37:56 PM	07 Apr, 2025 02:41:20 PM	02 Apr, 2025 11:00:44 PM	0:02:52		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621942622859	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	[redacted]	07 Apr, 2025 02:37:56 PM	07 Apr, 2025 02:41:20 PM	02 Apr, 2025 11:00:44 PM	0:02:52		Internal
621942622859			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Apr, 2025 02:37:56 PM	07 Apr, 2025 02:41:20 PM	02 Apr, 2025 11:00:44 PM	0:02:52		Internal
621942622859			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Apr, 2025 02:37:56 PM	07 Apr, 2025 02:41:20 PM	02 Apr, 2025 11:00:44 PM	0:02:52		Internal
621942622859			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Apr, 2025 02:37:56 PM	07 Apr, 2025 02:41:20 PM	02 Apr, 2025 11:00:44 PM	0:02:52		Internal
621942622859			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Apr, 2025 02:37:56 PM	07 Apr, 2025 02:41:20 PM	02 Apr, 2025 11:00:44 PM	0:02:52		Internal
621942622859			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Apr, 2025 02:37:56 PM	07 Apr, 2025 02:41:20 PM	02 Apr, 2025 11:00:44 PM	0:02:52		Internal
621942622859			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Apr, 2025 02:37:56 PM	07 Apr, 2025 02:41:20 PM	02 Apr, 2025 11:00:44 PM	0:02:52		Internal
621942622859			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Apr, 2025 02:37:56 PM	07 Apr, 2025 02:41:20 PM	02 Apr, 2025 11:00:44 PM	0:02:52		Internal
621942622859			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Apr, 2025 02:37:56 PM	07 Apr, 2025 02:41:20 PM	02 Apr, 2025 11:00:44 PM	0:02:52		Internal
621942622859			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Apr, 2025 02:37:56 PM	07 Apr, 2025 02:41:20 PM	02 Apr, 2025 11:00:44 PM	0:02:52		Internal
621942622859			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Apr, 2025 02:37:56 PM	07 Apr, 2025 02:41:20 PM	02 Apr, 2025 11:00:44 PM	0:02:52		Internal
621942622859			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Apr, 2025 02:37:56 PM	07 Apr, 2025 02:41:20 PM	02 Apr, 2025 11:00:44 PM	0:02:52		Internal
621942622859			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Apr, 2025 02:37:56 PM	07 Apr, 2025 02:41:20 PM	02 Apr, 2025 11:00:44 PM	0:02:52		Internal
621942622859			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Apr, 2025 02:37:56 PM	07 Apr, 2025 02:41:20 PM	02 Apr, 2025 11:00:44 PM	0:02:52		Internal
621942622859			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		07 Apr, 2025 02:37:56 PM	07 Apr, 2025 02:41:20 PM	02 Apr, 2025 11:00:44 PM	0:02:52		Internal
621942622859			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Apr, 2025 02:37:56 PM	07 Apr, 2025 02:41:20 PM	02 Apr, 2025 11:00:44 PM	0:02:52		Internal
621942622859			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Apr, 2025 02:37:56 PM	07 Apr, 2025 02:41:20 PM	02 Apr, 2025 11:00:44 PM	0:02:52		Internal
621942622859			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Apr, 2025 02:37:56 PM	07 Apr, 2025 02:41:20 PM	02 Apr, 2025 11:00:44 PM	0:02:52		Internal
621943069831			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Apr, 2025 03:16:42 PM	07 Apr, 2025 03:22:16 PM	07 Apr, 2025 12:43:22 PM	0:02:47		Internal
621943069831			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Apr, 2025 03:16:42 PM	07 Apr, 2025 03:22:16 PM	07 Apr, 2025 12:43:22 PM	0:02:47		Internal
621943069831			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Apr, 2025 03:16:42 PM	07 Apr, 2025 03:22:16 PM	07 Apr, 2025 12:43:22 PM	0:02:47		Internal
621943069831			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Apr, 2025 03:16:42 PM	07 Apr, 2025 03:22:16 PM	07 Apr, 2025 12:43:22 PM	0:02:47		Internal
621943069831			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Apr, 2025 03:16:42 PM	07 Apr, 2025 03:22:16 PM	07 Apr, 2025 12:43:22 PM	0:02:47		Internal
621943069831			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Apr, 2025 03:16:42 PM	07 Apr, 2025 03:22:16 PM	07 Apr, 2025 12:43:22 PM	0:02:47		Internal
621943069831			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Apr, 2025 03:16:42 PM	07 Apr, 2025 03:22:16 PM	07 Apr, 2025 12:43:22 PM	0:02:47		Internal
621943069831			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Apr, 2025 03:16:42 PM	07 Apr, 2025 03:22:16 PM	07 Apr, 2025 12:43:22 PM	0:02:47		Internal
621943069831			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Apr, 2025 03:16:42 PM	07 Apr, 2025 03:22:16 PM	07 Apr, 2025 12:43:22 PM	0:02:47		Internal
621943069831			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Apr, 2025 03:16:42 PM	07 Apr, 2025 03:22:16 PM	07 Apr, 2025 12:43:22 PM	0:02:47		Internal
621943069831			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Apr, 2025 03:16:42 PM	07 Apr, 2025 03:22:16 PM	07 Apr, 2025 12:43:22 PM	0:02:47		Internal
621943069831			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Apr, 2025 03:16:42 PM	07 Apr, 2025 03:22:16 PM	07 Apr, 2025 12:43:22 PM	0:02:47		Internal
621943069831			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Apr, 2025 03:16:42 PM	07 Apr, 2025 03:22:16 PM	07 Apr, 2025 12:43:22 PM	0:02:47		Internal
621943069831			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Apr, 2025 03:16:42 PM	07 Apr, 2025 03:22:16 PM	07 Apr, 2025 12:43:22 PM	0:02:47		Internal
621943069831			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Apr, 2025 03:16:42 PM	07 Apr, 2025 03:22:16 PM	07 Apr, 2025 12:43:22 PM	0:02:47		Internal
621943069831			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Apr, 2025 03:16:42 PM	07 Apr, 2025 03:22:16 PM	07 Apr, 2025 12:43:22 PM	0:02:47		Internal
621943069831			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Apr, 2025 03:16:42 PM	07 Apr, 2025 03:22:16 PM	07 Apr, 2025 12:43:22 PM	0:02:47		Internal
621943069831			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Apr, 2025 03:16:42 PM	07 Apr, 2025 03:22:16 PM	07 Apr, 2025 12:43:22 PM	0:02:47		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621943069831	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	07 Apr, 2025 03:16:42 PM	07 Apr, 2025 03:22:16 PM	07 Apr, 2025 12:43:22 PM	0:02:47		Internal
621943069831			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Apr, 2025 03:16:42 PM	07 Apr, 2025 03:22:16 PM	07 Apr, 2025 12:43:22 PM	0:02:47		Internal
621943069831			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Apr, 2025 03:16:42 PM	07 Apr, 2025 03:22:16 PM	07 Apr, 2025 12:43:22 PM	0:02:47		Internal
621943069831			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Apr, 2025 03:16:42 PM	07 Apr, 2025 03:22:16 PM	07 Apr, 2025 12:43:22 PM	0:02:47		Internal
621943069831			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		07 Apr, 2025 03:16:42 PM	07 Apr, 2025 03:22:16 PM	07 Apr, 2025 12:43:22 PM	0:02:47		Internal
621943069831			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Apr, 2025 03:16:42 PM	07 Apr, 2025 03:22:16 PM	07 Apr, 2025 12:43:22 PM	0:02:47		Internal
621943069831			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Apr, 2025 03:16:42 PM	07 Apr, 2025 03:22:16 PM	07 Apr, 2025 12:43:22 PM	0:02:47		Internal
621943069831			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Apr, 2025 03:16:42 PM	07 Apr, 2025 03:22:16 PM	07 Apr, 2025 12:43:22 PM	0:02:47		Internal
621942708262			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Apr, 2025 03:13:30 PM	07 Apr, 2025 03:24:35 PM	03 Apr, 2025 04:05:46 PM	0:03:24		Internal
621942708262			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Apr, 2025 03:13:30 PM	07 Apr, 2025 03:24:35 PM	03 Apr, 2025 04:05:46 PM	0:03:24		Internal
621942708262			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Apr, 2025 03:13:30 PM	07 Apr, 2025 03:24:35 PM	03 Apr, 2025 04:05:46 PM	0:03:24		Internal
621942708262			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Apr, 2025 03:13:30 PM	07 Apr, 2025 03:24:35 PM	03 Apr, 2025 04:05:46 PM	0:03:24		Internal
621942708262			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Apr, 2025 03:13:30 PM	07 Apr, 2025 03:24:35 PM	03 Apr, 2025 04:05:46 PM	0:03:24		Internal
621942708262			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Apr, 2025 03:13:30 PM	07 Apr, 2025 03:24:35 PM	03 Apr, 2025 04:05:46 PM	0:03:24		Internal
621942708262			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Apr, 2025 03:13:30 PM	07 Apr, 2025 03:24:35 PM	03 Apr, 2025 04:05:46 PM	0:03:24		Internal
621942708262			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Apr, 2025 03:13:30 PM	07 Apr, 2025 03:24:35 PM	03 Apr, 2025 04:05:46 PM	0:03:24		Internal
621942708262			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Apr, 2025 03:13:30 PM	07 Apr, 2025 03:24:35 PM	03 Apr, 2025 04:05:46 PM	0:03:24		Internal
621942708262			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Apr, 2025 03:13:30 PM	07 Apr, 2025 03:24:35 PM	03 Apr, 2025 04:05:46 PM	0:03:24		Internal
621942708262			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Apr, 2025 03:13:30 PM	07 Apr, 2025 03:24:35 PM	03 Apr, 2025 04:05:46 PM	0:03:24		Internal
621942708262			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Apr, 2025 03:13:30 PM	07 Apr, 2025 03:24:35 PM	03 Apr, 2025 04:05:46 PM	0:03:24		Internal
621942708262			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Apr, 2025 03:13:30 PM	07 Apr, 2025 03:24:35 PM	03 Apr, 2025 04:05:46 PM	0:03:24		Internal
621942708262			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Apr, 2025 03:13:30 PM	07 Apr, 2025 03:24:35 PM	03 Apr, 2025 04:05:46 PM	0:03:24		Internal
621942708262			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Apr, 2025 03:13:30 PM	07 Apr, 2025 03:24:35 PM	03 Apr, 2025 04:05:46 PM	0:03:24		Internal
621942708262			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Apr, 2025 03:13:30 PM	07 Apr, 2025 03:24:35 PM	03 Apr, 2025 04:05:46 PM	0:03:24		Internal
621942708262			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Apr, 2025 03:13:30 PM	07 Apr, 2025 03:24:35 PM	03 Apr, 2025 04:05:46 PM	0:03:24		Internal
621942708262			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Apr, 2025 03:13:30 PM	07 Apr, 2025 03:24:35 PM	03 Apr, 2025 04:05:46 PM	0:03:24		Internal
621942708262			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Apr, 2025 03:13:30 PM	07 Apr, 2025 03:24:35 PM	03 Apr, 2025 04:05:46 PM	0:03:24		Internal
621942708262			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Apr, 2025 03:13:30 PM	07 Apr, 2025 03:24:35 PM	03 Apr, 2025 04:05:46 PM	0:03:24		Internal
621942708262			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Apr, 2025 03:13:30 PM	07 Apr, 2025 03:24:35 PM	03 Apr, 2025 04:05:46 PM	0:03:24		Internal
621942708262			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Apr, 2025 03:13:30 PM	07 Apr, 2025 03:24:35 PM	03 Apr, 2025 04:05:46 PM	0:03:24		Internal
621942708262			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		07 Apr, 2025 03:13:30 PM	07 Apr, 2025 03:24:35 PM	03 Apr, 2025 04:05:46 PM	0:03:24		Internal
621942708262			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Apr, 2025 03:13:30 PM	07 Apr, 2025 03:24:35 PM	03 Apr, 2025 04:05:46 PM	0:03:24		Internal
621942708262			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Apr, 2025 03:13:30 PM	07 Apr, 2025 03:24:35 PM	03 Apr, 2025 04:05:46 PM	0:03:24		Internal
621942708262			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Apr, 2025 03:13:30 PM	07 Apr, 2025 03:24:35 PM	03 Apr, 2025 04:05:46 PM	0:03:24		Internal
621942365317			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Apr, 2025 03:29:44 PM	07 Apr, 2025 03:32:59 PM	01 Apr, 2025 06:23:47 PM	0:04:37		Internal
621942365317			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Apr, 2025 03:29:44 PM	07 Apr, 2025 03:32:59 PM	01 Apr, 2025 06:23:47 PM	0:04:37		Internal
621942365317			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Apr, 2025 03:29:44 PM	07 Apr, 2025 03:32:59 PM	01 Apr, 2025 06:23:47 PM	0:04:37		Internal
621942365317			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Apr, 2025 03:29:44 PM	07 Apr, 2025 03:32:59 PM	01 Apr, 2025 06:23:47 PM	0:04:37		Internal
621942365317			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Apr, 2025 03:29:44 PM	07 Apr, 2025 03:32:59 PM	01 Apr, 2025 06:23:47 PM	0:04:37		Internal
621942365317			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Apr, 2025 03:29:44 PM	07 Apr, 2025 03:32:59 PM	01 Apr, 2025 06:23:47 PM	0:04:37		Internal
621942365317			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Apr, 2025 03:29:44 PM	07 Apr, 2025 03:32:59 PM	01 Apr, 2025 06:23:47 PM	0:04:37		Internal
621942365317			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Apr, 2025 03:29:44 PM	07 Apr, 2025 03:32:59 PM	01 Apr, 2025 06:23:47 PM	0:04:37		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621942365317			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Apr, 2025 03:29:44 PM	07 Apr, 2025 03:32:59 PM	01 Apr, 2025 06:23:47 PM	0:04:37		Internal
621942365317			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Apr, 2025 03:29:44 PM	07 Apr, 2025 03:32:59 PM	01 Apr, 2025 06:23:47 PM	0:04:37		Internal
621942365317			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Apr, 2025 03:29:44 PM	07 Apr, 2025 03:32:59 PM	01 Apr, 2025 06:23:47 PM	0:04:37		Internal
621942365317			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Apr, 2025 03:29:44 PM	07 Apr, 2025 03:32:59 PM	01 Apr, 2025 06:23:47 PM	0:04:37		Internal
621942365317			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Apr, 2025 03:29:44 PM	07 Apr, 2025 03:32:59 PM	01 Apr, 2025 06:23:47 PM	0:04:37		Internal
621942365317			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Apr, 2025 03:29:44 PM	07 Apr, 2025 03:32:59 PM	01 Apr, 2025 06:23:47 PM	0:04:37		Internal
621942365317			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Apr, 2025 03:29:44 PM	07 Apr, 2025 03:32:59 PM	01 Apr, 2025 06:23:47 PM	0:04:37		Internal
621942365317			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Apr, 2025 03:29:44 PM	07 Apr, 2025 03:32:59 PM	01 Apr, 2025 06:23:47 PM	0:04:37		Internal
621942365317			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Apr, 2025 03:29:44 PM	07 Apr, 2025 03:32:59 PM	01 Apr, 2025 06:23:47 PM	0:04:37		Internal
621942365317			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Apr, 2025 03:29:44 PM	07 Apr, 2025 03:32:59 PM	01 Apr, 2025 06:23:47 PM	0:04:37		Internal
621942365317			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Apr, 2025 03:29:44 PM	07 Apr, 2025 03:32:59 PM	01 Apr, 2025 06:23:47 PM	0:04:37		Internal
621942365317			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Apr, 2025 03:29:44 PM	07 Apr, 2025 03:32:59 PM	01 Apr, 2025 06:23:47 PM	0:04:37		Internal
621942365317			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Apr, 2025 03:29:44 PM	07 Apr, 2025 03:32:59 PM	01 Apr, 2025 06:23:47 PM	0:04:37		Internal
621942365317			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Apr, 2025 03:29:44 PM	07 Apr, 2025 03:32:59 PM	01 Apr, 2025 06:23:47 PM	0:04:37		Internal
621942365317			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		07 Apr, 2025 03:29:44 PM	07 Apr, 2025 03:32:59 PM	01 Apr, 2025 06:23:47 PM	0:04:37		Internal
621942365317			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Apr, 2025 03:29:44 PM	07 Apr, 2025 03:32:59 PM	01 Apr, 2025 06:23:47 PM	0:04:37		Internal
621942365317			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Apr, 2025 03:29:44 PM	07 Apr, 2025 03:32:59 PM	01 Apr, 2025 06:23:47 PM	0:04:37		Internal
621942365317			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Apr, 2025 03:29:44 PM	07 Apr, 2025 03:32:59 PM	01 Apr, 2025 06:23:47 PM	0:04:37		Internal
621942662688			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Apr, 2025 03:32:05 PM	07 Apr, 2025 03:36:20 PM	03 Apr, 2025 01:52:44 PM	0:02:32		Internal
621942662688			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Apr, 2025 03:32:05 PM	07 Apr, 2025 03:36:20 PM	03 Apr, 2025 01:52:44 PM	0:02:32		Internal
621942662688			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Apr, 2025 03:32:05 PM	07 Apr, 2025 03:36:20 PM	03 Apr, 2025 01:52:44 PM	0:02:32		Internal
621942662688			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Apr, 2025 03:32:05 PM	07 Apr, 2025 03:36:20 PM	03 Apr, 2025 01:52:44 PM	0:02:32		Internal
621942662688			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Apr, 2025 03:32:05 PM	07 Apr, 2025 03:36:20 PM	03 Apr, 2025 01:52:44 PM	0:02:32		Internal
621942662688			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Apr, 2025 03:32:05 PM	07 Apr, 2025 03:36:20 PM	03 Apr, 2025 01:52:44 PM	0:02:32		Internal
621942662688			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Apr, 2025 03:32:05 PM	07 Apr, 2025 03:36:20 PM	03 Apr, 2025 01:52:44 PM	0:02:32		Internal
621942662688			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Apr, 2025 03:32:05 PM	07 Apr, 2025 03:36:20 PM	03 Apr, 2025 01:52:44 PM	0:02:32		Internal
621942662688			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Apr, 2025 03:32:05 PM	07 Apr, 2025 03:36:20 PM	03 Apr, 2025 01:52:44 PM	0:02:32		Internal
621942662688			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Apr, 2025 03:32:05 PM	07 Apr, 2025 03:36:20 PM	03 Apr, 2025 01:52:44 PM	0:02:32		Internal
621942662688			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Apr, 2025 03:32:05 PM	07 Apr, 2025 03:36:20 PM	03 Apr, 2025 01:52:44 PM	0:02:32		Internal
621942662688			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Apr, 2025 03:32:05 PM	07 Apr, 2025 03:36:20 PM	03 Apr, 2025 01:52:44 PM	0:02:32		Internal
621942662688			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Apr, 2025 03:32:05 PM	07 Apr, 2025 03:36:20 PM	03 Apr, 2025 01:52:44 PM	0:02:32		Internal
621942662688			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Apr, 2025 03:32:05 PM	07 Apr, 2025 03:36:20 PM	03 Apr, 2025 01:52:44 PM	0:02:32		Internal
621942662688			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Apr, 2025 03:32:05 PM	07 Apr, 2025 03:36:20 PM	03 Apr, 2025 01:52:44 PM	0:02:32		Internal
621942662688			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Apr, 2025 03:32:05 PM	07 Apr, 2025 03:36:20 PM	03 Apr, 2025 01:52:44 PM	0:02:32		Internal
621942662688			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Apr, 2025 03:32:05 PM	07 Apr, 2025 03:36:20 PM	03 Apr, 2025 01:52:44 PM	0:02:32		Internal
621942662688			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Apr, 2025 03:32:05 PM	07 Apr, 2025 03:36:20 PM	03 Apr, 2025 01:52:44 PM	0:02:32		Internal
621942662688			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Apr, 2025 03:32:05 PM	07 Apr, 2025 03:36:20 PM	03 Apr, 2025 01:52:44 PM	0:02:32		Internal
621942662688			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Apr, 2025 03:32:05 PM	07 Apr, 2025 03:36:20 PM	03 Apr, 2025 01:52:44 PM	0:02:32		Internal
621942662688			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Apr, 2025 03:32:05 PM	07 Apr, 2025 03:36:20 PM	03 Apr, 2025 01:52:44 PM	0:02:32		Internal
621942662688			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Apr, 2025 03:32:05 PM	07 Apr, 2025 03:36:20 PM	03 Apr, 2025 01:52:44 PM	0:02:32		Internal
621942662688			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		07 Apr, 2025 03:32:05 PM	07 Apr, 2025 03:36:20 PM	03 Apr, 2025 01:52:44 PM	0:02:32		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621942662688	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	[redacted]	07 Apr, 2025 03:32:05 PM	07 Apr, 2025 03:36:20 PM	03 Apr, 2025 01:52:44 PM	0:02:32		Internal
621942662688			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Apr, 2025 03:32:05 PM	07 Apr, 2025 03:36:20 PM	03 Apr, 2025 01:52:44 PM	0:02:32		Internal
621942662688			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Apr, 2025 03:32:05 PM	07 Apr, 2025 03:36:20 PM	03 Apr, 2025 01:52:44 PM	0:02:32		Internal
621943065137			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Apr, 2025 12:30:42 PM	07 Apr, 2025 04:08:03 PM	07 Apr, 2025 12:19:15 PM	0:04:35		Internal
621943065137			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Apr, 2025 12:30:42 PM	07 Apr, 2025 04:08:03 PM	07 Apr, 2025 12:19:15 PM	0:04:35		Internal
621943065137			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Apr, 2025 12:30:42 PM	07 Apr, 2025 04:08:03 PM	07 Apr, 2025 12:19:15 PM	0:04:35		Internal
621943065137			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Apr, 2025 12:30:42 PM	07 Apr, 2025 04:08:03 PM	07 Apr, 2025 12:19:15 PM	0:04:35		Internal
621943065137			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Apr, 2025 12:30:42 PM	07 Apr, 2025 04:08:03 PM	07 Apr, 2025 12:19:15 PM	0:04:35		Internal
621943065137			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Apr, 2025 12:30:42 PM	07 Apr, 2025 04:08:03 PM	07 Apr, 2025 12:19:15 PM	0:04:35		Internal
621943065137			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Apr, 2025 12:30:42 PM	07 Apr, 2025 04:08:03 PM	07 Apr, 2025 12:19:15 PM	0:04:35		Internal
621943065137			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Apr, 2025 12:30:42 PM	07 Apr, 2025 04:08:03 PM	07 Apr, 2025 12:19:15 PM	0:04:35		Internal
621943065137			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Apr, 2025 12:30:42 PM	07 Apr, 2025 04:08:03 PM	07 Apr, 2025 12:19:15 PM	0:04:35		Internal
621943065137			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Apr, 2025 12:30:42 PM	07 Apr, 2025 04:08:03 PM	07 Apr, 2025 12:19:15 PM	0:04:35		Internal
621943065137			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Apr, 2025 12:30:42 PM	07 Apr, 2025 04:08:03 PM	07 Apr, 2025 12:19:15 PM	0:04:35		Internal
621943065137			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Apr, 2025 12:30:42 PM	07 Apr, 2025 04:08:03 PM	07 Apr, 2025 12:19:15 PM	0:04:35		Internal
621943065137			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Apr, 2025 12:30:42 PM	07 Apr, 2025 04:08:03 PM	07 Apr, 2025 12:19:15 PM	0:04:35		Internal
621943065137			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Apr, 2025 12:30:42 PM	07 Apr, 2025 04:08:03 PM	07 Apr, 2025 12:19:15 PM	0:04:35		Internal
621943065137			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Apr, 2025 12:30:42 PM	07 Apr, 2025 04:08:03 PM	07 Apr, 2025 12:19:15 PM	0:04:35		Internal
621943065137			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Apr, 2025 12:30:42 PM	07 Apr, 2025 04:08:03 PM	07 Apr, 2025 12:19:15 PM	0:04:35		Internal
621943065137			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Apr, 2025 12:30:42 PM	07 Apr, 2025 04:08:03 PM	07 Apr, 2025 12:19:15 PM	0:04:35		Internal
621943065137			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Apr, 2025 12:30:42 PM	07 Apr, 2025 04:08:03 PM	07 Apr, 2025 12:19:15 PM	0:04:35		Internal
621943065137			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Apr, 2025 12:30:42 PM	07 Apr, 2025 04:08:03 PM	07 Apr, 2025 12:19:15 PM	0:04:35		Internal
621943065137			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Apr, 2025 12:30:42 PM	07 Apr, 2025 04:08:03 PM	07 Apr, 2025 12:19:15 PM	0:04:35		Internal
621943065137			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Apr, 2025 12:30:42 PM	07 Apr, 2025 04:08:03 PM	07 Apr, 2025 12:19:15 PM	0:04:35		Internal
621943065137			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Apr, 2025 12:30:42 PM	07 Apr, 2025 04:08:03 PM	07 Apr, 2025 12:19:15 PM	0:04:35		Internal
621943065137			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		07 Apr, 2025 12:30:42 PM	07 Apr, 2025 04:08:03 PM	07 Apr, 2025 12:19:15 PM	0:04:35		Internal
621943065137			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Apr, 2025 12:30:42 PM	07 Apr, 2025 04:08:03 PM	07 Apr, 2025 12:19:15 PM	0:04:35		Internal
621943065137			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Apr, 2025 12:30:42 PM	07 Apr, 2025 04:08:03 PM	07 Apr, 2025 12:19:15 PM	0:04:35		Internal
621943065137			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Apr, 2025 12:30:42 PM	07 Apr, 2025 04:08:03 PM	07 Apr, 2025 12:19:15 PM	0:04:35		Internal
621943068696			CTE_Bus_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Apr, 2025 04:17:11 PM	07 Apr, 2025 04:19:34 PM	07 Apr, 2025 12:30:34 PM	0:03:17		Internal
621943068696			CTE_Bus_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Apr, 2025 04:17:11 PM	07 Apr, 2025 04:19:34 PM	07 Apr, 2025 12:30:34 PM	0:03:17		Internal
621943068696			CTE_Bus_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Apr, 2025 04:17:11 PM	07 Apr, 2025 04:19:34 PM	07 Apr, 2025 12:30:34 PM	0:03:17		Internal
621943068696			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Apr, 2025 04:17:11 PM	07 Apr, 2025 04:19:34 PM	07 Apr, 2025 12:30:34 PM	0:03:17		Internal
621943068696			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Apr, 2025 04:17:11 PM	07 Apr, 2025 04:19:34 PM	07 Apr, 2025 12:30:34 PM	0:03:17		Internal
621943068696			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Apr, 2025 04:17:11 PM	07 Apr, 2025 04:19:34 PM	07 Apr, 2025 12:30:34 PM	0:03:17		Internal
621943068696			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Apr, 2025 04:17:11 PM	07 Apr, 2025 04:19:34 PM	07 Apr, 2025 12:30:34 PM	0:03:17		Internal
621943068696			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Apr, 2025 04:17:11 PM	07 Apr, 2025 04:19:34 PM	07 Apr, 2025 12:30:34 PM	0:03:17		Internal
621943068696			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Apr, 2025 04:17:11 PM	07 Apr, 2025 04:19:34 PM	07 Apr, 2025 12:30:34 PM	0:03:17		Internal
621943068696			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Apr, 2025 04:17:11 PM	07 Apr, 2025 04:19:34 PM	07 Apr, 2025 12:30:34 PM	0:03:17		Internal
621943068696			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Apr, 2025 04:17:11 PM	07 Apr, 2025 04:19:34 PM	07 Apr, 2025 12:30:34 PM	0:03:17		Internal
621943068696			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Apr, 2025 04:17:11 PM	07 Apr, 2025 04:19:34 PM	07 Apr, 2025 12:30:34 PM	0:03:17		Internal
621943068696			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Apr, 2025 04:17:11 PM	07 Apr, 2025 04:19:34 PM	07 Apr, 2025 12:30:34 PM	0:03:17		Internal
621943068696			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Apr, 2025 04:17:11 PM	07 Apr, 2025 04:19:34 PM	07 Apr, 2025 12:30:34 PM	0:03:17		Internal
621943068696			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Apr, 2025 04:17:11 PM	07 Apr, 2025 04:19:34 PM	07 Apr, 2025 12:30:34 PM	0:03:17		Internal
621943068696			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Apr, 2025 04:17:11 PM	07 Apr, 2025 04:19:34 PM	07 Apr, 2025 12:30:34 PM	0:03:17		Internal
621943068696			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Apr, 2025 04:17:11 PM	07 Apr, 2025 04:19:34 PM	07 Apr, 2025 12:30:34 PM	0:03:17		Internal
621943068696			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Apr, 2025 04:17:11 PM	07 Apr, 2025 04:19:34 PM	07 Apr, 2025 12:30:34 PM	0:03:17		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621943068696	[redacted]	[redacted]	CTE_Bus_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	07 Apr, 2025 04:17:11 PM	07 Apr, 2025 04:19:34 PM	07 Apr, 2025 12:30:34 PM	0:03:17		Internal
621943068696			CTE_Bus_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Apr, 2025 04:17:11 PM	07 Apr, 2025 04:19:34 PM	07 Apr, 2025 12:30:34 PM	0:03:17		Internal
621943068696			CTE_Bus_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Apr, 2025 04:17:11 PM	07 Apr, 2025 04:19:34 PM	07 Apr, 2025 12:30:34 PM	0:03:17		Internal
621943068696			CTE_Bus_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Apr, 2025 04:17:11 PM	07 Apr, 2025 04:19:34 PM	07 Apr, 2025 12:30:34 PM	0:03:17		Internal
621943068696			CTE_Bus_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		07 Apr, 2025 04:17:11 PM	07 Apr, 2025 04:19:34 PM	07 Apr, 2025 12:30:34 PM	0:03:17		Internal
621943068696			CTE_Bus_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Apr, 2025 04:17:11 PM	07 Apr, 2025 04:19:34 PM	07 Apr, 2025 12:30:34 PM	0:03:17		Internal
621943068696			CTE_Bus_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Apr, 2025 04:17:11 PM	07 Apr, 2025 04:19:34 PM	07 Apr, 2025 12:30:34 PM	0:03:17		Internal
621943068696			CTE_Bus_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Apr, 2025 04:17:11 PM	07 Apr, 2025 04:19:34 PM	07 Apr, 2025 12:30:34 PM	0:03:17		Internal
621942847668			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Apr, 2025 04:37:01 PM	07 Apr, 2025 04:53:23 PM	04 Apr, 2025 01:32:39 PM	0:04:47		Internal
621942847668			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Apr, 2025 04:37:01 PM	07 Apr, 2025 04:53:23 PM	04 Apr, 2025 01:32:39 PM	0:04:47		Internal
621942847668			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Apr, 2025 04:37:01 PM	07 Apr, 2025 04:53:23 PM	04 Apr, 2025 01:32:39 PM	0:04:47		Internal
621942847668			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Apr, 2025 04:37:01 PM	07 Apr, 2025 04:53:23 PM	04 Apr, 2025 01:32:39 PM	0:04:47		Internal
621942847668			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Apr, 2025 04:37:01 PM	07 Apr, 2025 04:53:23 PM	04 Apr, 2025 01:32:39 PM	0:04:47		Internal
621942847668			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Apr, 2025 04:37:01 PM	07 Apr, 2025 04:53:23 PM	04 Apr, 2025 01:32:39 PM	0:04:47		Internal
621942847668			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Apr, 2025 04:37:01 PM	07 Apr, 2025 04:53:23 PM	04 Apr, 2025 01:32:39 PM	0:04:47		Internal
621942847668			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Apr, 2025 04:37:01 PM	07 Apr, 2025 04:53:23 PM	04 Apr, 2025 01:32:39 PM	0:04:47		Internal
621942847668			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Apr, 2025 04:37:01 PM	07 Apr, 2025 04:53:23 PM	04 Apr, 2025 01:32:39 PM	0:04:47		Internal
621942847668			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Apr, 2025 04:37:01 PM	07 Apr, 2025 04:53:23 PM	04 Apr, 2025 01:32:39 PM	0:04:47		Internal
621942847668			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Apr, 2025 04:37:01 PM	07 Apr, 2025 04:53:23 PM	04 Apr, 2025 01:32:39 PM	0:04:47		Internal
621942847668			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Apr, 2025 04:37:01 PM	07 Apr, 2025 04:53:23 PM	04 Apr, 2025 01:32:39 PM	0:04:47		Internal
621942847668			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Apr, 2025 04:37:01 PM	07 Apr, 2025 04:53:23 PM	04 Apr, 2025 01:32:39 PM	0:04:47		Internal
621942847668			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Apr, 2025 04:37:01 PM	07 Apr, 2025 04:53:23 PM	04 Apr, 2025 01:32:39 PM	0:04:47		Internal
621942847668			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Apr, 2025 04:37:01 PM	07 Apr, 2025 04:53:23 PM	04 Apr, 2025 01:32:39 PM	0:04:47		Internal
621942847668			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Apr, 2025 04:37:01 PM	07 Apr, 2025 04:53:23 PM	04 Apr, 2025 01:32:39 PM	0:04:47		Internal
621942847668			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Apr, 2025 04:37:01 PM	07 Apr, 2025 04:53:23 PM	04 Apr, 2025 01:32:39 PM	0:04:47		Internal
621942847668			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Apr, 2025 04:37:01 PM	07 Apr, 2025 04:53:23 PM	04 Apr, 2025 01:32:39 PM	0:04:47		Internal
621942847668			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Apr, 2025 04:37:01 PM	07 Apr, 2025 04:53:23 PM	04 Apr, 2025 01:32:39 PM	0:04:47		Internal
621942847668			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Apr, 2025 04:37:01 PM	07 Apr, 2025 04:53:23 PM	04 Apr, 2025 01:32:39 PM	0:04:47		Internal
621942847668			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Apr, 2025 04:37:01 PM	07 Apr, 2025 04:53:23 PM	04 Apr, 2025 01:32:39 PM	0:04:47		Internal
621942847668			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Apr, 2025 04:37:01 PM	07 Apr, 2025 04:53:23 PM	04 Apr, 2025 01:32:39 PM	0:04:47		Internal
621942847668			CTE_Bus_Solar		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		07 Apr, 2025 04:37:01 PM	07 Apr, 2025 04:53:23 PM	04 Apr, 2025 01:32:39 PM	0:04:47		Internal
621942847668			CTE_Bus_Solar		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Apr, 2025 04:37:01 PM	07 Apr, 2025 04:53:23 PM	04 Apr, 2025 01:32:39 PM	0:04:47		Internal
621942847668			CTE_Bus_Solar		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Apr, 2025 04:37:01 PM	07 Apr, 2025 04:53:23 PM	04 Apr, 2025 01:32:39 PM	0:04:47		Internal
621942847668			CTE_Bus_Solar		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Apr, 2025 04:37:01 PM	07 Apr, 2025 04:53:23 PM	04 Apr, 2025 01:32:39 PM	0:04:47		Internal
621943078571			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Apr, 2025 04:51:25 PM	07 Apr, 2025 04:54:22 PM	07 Apr, 2025 01:19:14 PM	0:03:14		Internal
621943078571			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Apr, 2025 04:51:25 PM	07 Apr, 2025 04:54:22 PM	07 Apr, 2025 01:19:14 PM	0:03:14		Internal
621943078571			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Apr, 2025 04:51:25 PM	07 Apr, 2025 04:54:22 PM	07 Apr, 2025 01:19:14 PM	0:03:14		Internal
621943078571			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Apr, 2025 04:51:25 PM	07 Apr, 2025 04:54:22 PM	07 Apr, 2025 01:19:14 PM	0:03:14		Internal
621943078571			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Apr, 2025 04:51:25 PM	07 Apr, 2025 04:54:22 PM	07 Apr, 2025 01:19:14 PM	0:03:14		Internal
621943078571			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Apr, 2025 04:51:25 PM	07 Apr, 2025 04:54:22 PM	07 Apr, 2025 01:19:14 PM	0:03:14		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621943078571	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	07 Apr, 2025 04:51:25 PM	07 Apr, 2025 04:54:22 PM	07 Apr, 2025 01:19:14 PM	0:03:14		Internal
621943078571			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Apr, 2025 04:51:25 PM	07 Apr, 2025 04:54:22 PM	07 Apr, 2025 01:19:14 PM	0:03:14		Internal
621943078571			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Apr, 2025 04:51:25 PM	07 Apr, 2025 04:54:22 PM	07 Apr, 2025 01:19:14 PM	0:03:14		Internal
621943078571			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Apr, 2025 04:51:25 PM	07 Apr, 2025 04:54:22 PM	07 Apr, 2025 01:19:14 PM	0:03:14		Internal
621943078571			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Apr, 2025 04:51:25 PM	07 Apr, 2025 04:54:22 PM	07 Apr, 2025 01:19:14 PM	0:03:14		Internal
621943078571			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Apr, 2025 04:51:25 PM	07 Apr, 2025 04:54:22 PM	07 Apr, 2025 01:19:14 PM	0:03:14		Internal
621943078571			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Apr, 2025 04:51:25 PM	07 Apr, 2025 04:54:22 PM	07 Apr, 2025 01:19:14 PM	0:03:14		Internal
621943078571			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Apr, 2025 04:51:25 PM	07 Apr, 2025 04:54:22 PM	07 Apr, 2025 01:19:14 PM	0:03:14		Internal
621943078571			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Apr, 2025 04:51:25 PM	07 Apr, 2025 04:54:22 PM	07 Apr, 2025 01:19:14 PM	0:03:14		Internal
621943078571			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Apr, 2025 04:51:25 PM	07 Apr, 2025 04:54:22 PM	07 Apr, 2025 01:19:14 PM	0:03:14		Internal
621943078571			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Apr, 2025 04:51:25 PM	07 Apr, 2025 04:54:22 PM	07 Apr, 2025 01:19:14 PM	0:03:14		Internal
621943078571			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Apr, 2025 04:51:25 PM	07 Apr, 2025 04:54:22 PM	07 Apr, 2025 01:19:14 PM	0:03:14		Internal
621943078571			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Apr, 2025 04:51:25 PM	07 Apr, 2025 04:54:22 PM	07 Apr, 2025 01:19:14 PM	0:03:14		Internal
621943078571			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Apr, 2025 04:51:25 PM	07 Apr, 2025 04:54:22 PM	07 Apr, 2025 01:19:14 PM	0:03:14		Internal
621943078571			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Apr, 2025 04:51:25 PM	07 Apr, 2025 04:54:22 PM	07 Apr, 2025 01:19:14 PM	0:03:14		Internal
621943078571			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Apr, 2025 04:51:25 PM	07 Apr, 2025 04:54:22 PM	07 Apr, 2025 01:19:14 PM	0:03:14		Internal
621943078571			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		07 Apr, 2025 04:51:25 PM	07 Apr, 2025 04:54:22 PM	07 Apr, 2025 01:19:14 PM	0:03:14		Internal
621943078571			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Apr, 2025 04:51:25 PM	07 Apr, 2025 04:54:22 PM	07 Apr, 2025 01:19:14 PM	0:03:14		Internal
621943078571			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Apr, 2025 04:51:25 PM	07 Apr, 2025 04:54:22 PM	07 Apr, 2025 01:19:14 PM	0:03:14		Internal
621943078571			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Apr, 2025 04:51:25 PM	07 Apr, 2025 04:54:22 PM	07 Apr, 2025 01:19:14 PM	0:03:14		Internal
621943081711			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Apr, 2025 05:05:07 PM	07 Apr, 2025 05:12:55 PM	07 Apr, 2025 01:22:05 PM	0:03:04		Internal
621943081711			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Apr, 2025 05:05:07 PM	07 Apr, 2025 05:12:55 PM	07 Apr, 2025 01:22:05 PM	0:03:04		Internal
621943081711			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Apr, 2025 05:05:07 PM	07 Apr, 2025 05:12:55 PM	07 Apr, 2025 01:22:05 PM	0:03:04		Internal
621943081711			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Apr, 2025 05:05:07 PM	07 Apr, 2025 05:12:55 PM	07 Apr, 2025 01:22:05 PM	0:03:04		Internal
621943081711			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Apr, 2025 05:05:07 PM	07 Apr, 2025 05:12:55 PM	07 Apr, 2025 01:22:05 PM	0:03:04		Internal
621943081711			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Apr, 2025 05:05:07 PM	07 Apr, 2025 05:12:55 PM	07 Apr, 2025 01:22:05 PM	0:03:04		Internal
621943081711			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Apr, 2025 05:05:07 PM	07 Apr, 2025 05:12:55 PM	07 Apr, 2025 01:22:05 PM	0:03:04		Internal
621943081711			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Apr, 2025 05:05:07 PM	07 Apr, 2025 05:12:55 PM	07 Apr, 2025 01:22:05 PM	0:03:04		Internal
621943081711			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Apr, 2025 05:05:07 PM	07 Apr, 2025 05:12:55 PM	07 Apr, 2025 01:22:05 PM	0:03:04		Internal
621943081711			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Apr, 2025 05:05:07 PM	07 Apr, 2025 05:12:55 PM	07 Apr, 2025 01:22:05 PM	0:03:04		Internal
621943081711			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Apr, 2025 05:05:07 PM	07 Apr, 2025 05:12:55 PM	07 Apr, 2025 01:22:05 PM	0:03:04		Internal
621943081711			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Apr, 2025 05:05:07 PM	07 Apr, 2025 05:12:55 PM	07 Apr, 2025 01:22:05 PM	0:03:04		Internal
621943081711			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Apr, 2025 05:05:07 PM	07 Apr, 2025 05:12:55 PM	07 Apr, 2025 01:22:05 PM	0:03:04		Internal
621943081711			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Apr, 2025 05:05:07 PM	07 Apr, 2025 05:12:55 PM	07 Apr, 2025 01:22:05 PM	0:03:04		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621943081711	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	07 Apr, 2025 05:05:07 PM	07 Apr, 2025 05:12:55 PM	07 Apr, 2025 01:22:05 PM	0:03:04		Internal
621943081711			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Apr, 2025 05:05:07 PM	07 Apr, 2025 05:12:55 PM	07 Apr, 2025 01:22:05 PM	0:03:04		Internal
621943081711			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Apr, 2025 05:05:07 PM	07 Apr, 2025 05:12:55 PM	07 Apr, 2025 01:22:05 PM	0:03:04		Internal
621943081711			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Apr, 2025 05:05:07 PM	07 Apr, 2025 05:12:55 PM	07 Apr, 2025 01:22:05 PM	0:03:04		Internal
621943081711			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Apr, 2025 05:05:07 PM	07 Apr, 2025 05:12:55 PM	07 Apr, 2025 01:22:05 PM	0:03:04		Internal
621943081711			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Apr, 2025 05:05:07 PM	07 Apr, 2025 05:12:55 PM	07 Apr, 2025 01:22:05 PM	0:03:04		Internal
621943081711			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Apr, 2025 05:05:07 PM	07 Apr, 2025 05:12:55 PM	07 Apr, 2025 01:22:05 PM	0:03:04		Internal
621943081711			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Apr, 2025 05:05:07 PM	07 Apr, 2025 05:12:55 PM	07 Apr, 2025 01:22:05 PM	0:03:04		Internal
621943081711			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		07 Apr, 2025 05:05:07 PM	07 Apr, 2025 05:12:55 PM	07 Apr, 2025 01:22:05 PM	0:03:04		Internal
621943081711			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Apr, 2025 05:05:07 PM	07 Apr, 2025 05:12:55 PM	07 Apr, 2025 01:22:05 PM	0:03:04		Internal
621943081711			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Apr, 2025 05:05:07 PM	07 Apr, 2025 05:12:55 PM	07 Apr, 2025 01:22:05 PM	0:03:04		Internal
621943081711			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Apr, 2025 05:05:07 PM	07 Apr, 2025 05:12:55 PM	07 Apr, 2025 01:22:05 PM	0:03:04		Internal
621943033202			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Apr, 2025 09:31:39 AM	07 Apr, 2025 05:20:30 PM	06 Apr, 2025 07:57:47 AM	0:03:43		Internal
621943033202			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Apr, 2025 09:31:39 AM	07 Apr, 2025 05:20:30 PM	06 Apr, 2025 07:57:47 AM	0:03:43		Internal
621943033202			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Apr, 2025 09:31:39 AM	07 Apr, 2025 05:20:30 PM	06 Apr, 2025 07:57:47 AM	0:03:43		Internal
621943033202			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Apr, 2025 09:31:39 AM	07 Apr, 2025 05:20:30 PM	06 Apr, 2025 07:57:47 AM	0:03:43		Internal
621943033202			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Apr, 2025 09:31:39 AM	07 Apr, 2025 05:20:30 PM	06 Apr, 2025 07:57:47 AM	0:03:43		Internal
621943033202			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Apr, 2025 09:31:39 AM	07 Apr, 2025 05:20:30 PM	06 Apr, 2025 07:57:47 AM	0:03:43		Internal
621943033202			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Apr, 2025 09:31:39 AM	07 Apr, 2025 05:20:30 PM	06 Apr, 2025 07:57:47 AM	0:03:43		Internal
621943033202			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Apr, 2025 09:31:39 AM	07 Apr, 2025 05:20:30 PM	06 Apr, 2025 07:57:47 AM	0:03:43		Internal
621943033202			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Apr, 2025 09:31:39 AM	07 Apr, 2025 05:20:30 PM	06 Apr, 2025 07:57:47 AM	0:03:43		Internal
621943033202			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Apr, 2025 09:31:39 AM	07 Apr, 2025 05:20:30 PM	06 Apr, 2025 07:57:47 AM	0:03:43		Internal
621943033202			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Apr, 2025 09:31:39 AM	07 Apr, 2025 05:20:30 PM	06 Apr, 2025 07:57:47 AM	0:03:43		Internal
621943033202			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Apr, 2025 09:31:39 AM	07 Apr, 2025 05:20:30 PM	06 Apr, 2025 07:57:47 AM	0:03:43		Internal
621943033202			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Apr, 2025 09:31:39 AM	07 Apr, 2025 05:20:30 PM	06 Apr, 2025 07:57:47 AM	0:03:43		Internal
621943033202			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Apr, 2025 09:31:39 AM	07 Apr, 2025 05:20:30 PM	06 Apr, 2025 07:57:47 AM	0:03:43		Internal
621943033202			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Apr, 2025 09:31:39 AM	07 Apr, 2025 05:20:30 PM	06 Apr, 2025 07:57:47 AM	0:03:43		Internal
621943033202			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Apr, 2025 09:31:39 AM	07 Apr, 2025 05:20:30 PM	06 Apr, 2025 07:57:47 AM	0:03:43		Internal
621943033202			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Apr, 2025 09:31:39 AM	07 Apr, 2025 05:20:30 PM	06 Apr, 2025 07:57:47 AM	0:03:43		Internal
621943033202			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Apr, 2025 09:31:39 AM	07 Apr, 2025 05:20:30 PM	06 Apr, 2025 07:57:47 AM	0:03:43		Internal
621943033202			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Apr, 2025 09:31:39 AM	07 Apr, 2025 05:20:30 PM	06 Apr, 2025 07:57:47 AM	0:03:43		Internal
621943033202			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Apr, 2025 09:31:39 AM	07 Apr, 2025 05:20:30 PM	06 Apr, 2025 07:57:47 AM	0:03:43		Internal
621943033202			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Apr, 2025 09:31:39 AM	07 Apr, 2025 05:20:30 PM	06 Apr, 2025 07:57:47 AM	0:03:43		Internal
621943033202			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Apr, 2025 09:31:39 AM	07 Apr, 2025 05:20:30 PM	06 Apr, 2025 07:57:47 AM	0:03:43		Internal
621943033202			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		06 Apr, 2025 09:31:39 AM	07 Apr, 2025 05:20:30 PM	06 Apr, 2025 07:57:47 AM	0:03:43		Internal
621943033202			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Apr, 2025 09:31:39 AM	07 Apr, 2025 05:20:30 PM	06 Apr, 2025 07:57:47 AM	0:03:43		Internal
621943033202			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Apr, 2025 09:31:39 AM	07 Apr, 2025 05:20:30 PM	06 Apr, 2025 07:57:47 AM	0:03:43		Internal
621943033202			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Apr, 2025 09:31:39 AM	07 Apr, 2025 05:20:30 PM	06 Apr, 2025 07:57:47 AM	0:03:43		Internal
621943134306			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Apr, 2025 05:55:33 PM	07 Apr, 2025 06:03:29 PM	07 Apr, 2025 04:07:05 PM	0:05:27		Internal
621943134306			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Apr, 2025 05:55:33 PM	07 Apr, 2025 06:03:29 PM	07 Apr, 2025 04:07:05 PM	0:05:27		Internal
621943134306			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Apr, 2025 05:55:33 PM	07 Apr, 2025 06:03:29 PM	07 Apr, 2025 04:07:05 PM	0:05:27		Internal
621943134306			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Apr, 2025 05:55:33 PM	07 Apr, 2025 06:03:29 PM	07 Apr, 2025 04:07:05 PM	0:05:27		Internal
621943134306			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Apr, 2025 05:55:33 PM	07 Apr, 2025 06:03:29 PM	07 Apr, 2025 04:07:05 PM	0:05:27		Internal
621943134306			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Apr, 2025 05:55:33 PM	07 Apr, 2025 06:03:29 PM	07 Apr, 2025 04:07:05 PM	0:05:27		Internal
621943134306			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Apr, 2025 05:55:33 PM	07 Apr, 2025 06:03:29 PM	07 Apr, 2025 04:07:05 PM	0:05:27		Internal
621943134306			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Apr, 2025 05:55:33 PM	07 Apr, 2025 06:03:29 PM	07 Apr, 2025 04:07:05 PM	0:05:27		Internal
621943134306			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Apr, 2025 05:55:33 PM	07 Apr, 2025 06:03:29 PM	07 Apr, 2025 04:07:05 PM	0:05:27		Internal
621943134306			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Apr, 2025 05:55:33 PM	07 Apr, 2025 06:03:29 PM	07 Apr, 2025 04:07:05 PM	0:05:27		Internal
621943134306			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Apr, 2025 05:55:33 PM	07 Apr, 2025 06:03:29 PM	07 Apr, 2025 04:07:05 PM	0:05:27		Internal
621943134306			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Apr, 2025 05:55:33 PM	07 Apr, 2025 06:03:29 PM	07 Apr, 2025 04:07:05 PM	0:05:27		Internal
621943134306			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Apr, 2025 05:55:33 PM	07 Apr, 2025 06:03:29 PM	07 Apr, 2025 04:07:05 PM	0:05:27		Internal
621943134306			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Apr, 2025 05:55:33 PM	07 Apr, 2025 06:03:29 PM	07 Apr, 2025 04:07:05 PM	0:05:27		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621943134306			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Apr, 2025 05:55:33 PM	07 Apr, 2025 06:03:29 PM	07 Apr, 2025 04:07:05 PM	0:05:27		Internal
621943134306			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Apr, 2025 05:55:33 PM	07 Apr, 2025 06:03:29 PM	07 Apr, 2025 04:07:05 PM	0:05:27		Internal
621943134306			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Apr, 2025 05:55:33 PM	07 Apr, 2025 06:03:29 PM	07 Apr, 2025 04:07:05 PM	0:05:27		Internal
621943134306			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Apr, 2025 05:55:33 PM	07 Apr, 2025 06:03:29 PM	07 Apr, 2025 04:07:05 PM	0:05:27		Internal
621943134306			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Apr, 2025 05:55:33 PM	07 Apr, 2025 06:03:29 PM	07 Apr, 2025 04:07:05 PM	0:05:27		Internal
621943134306			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Apr, 2025 05:55:33 PM	07 Apr, 2025 06:03:29 PM	07 Apr, 2025 04:07:05 PM	0:05:27		Internal
621943134306			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Apr, 2025 05:55:33 PM	07 Apr, 2025 06:03:29 PM	07 Apr, 2025 04:07:05 PM	0:05:27		Internal
621943134306			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Apr, 2025 05:55:33 PM	07 Apr, 2025 06:03:29 PM	07 Apr, 2025 04:07:05 PM	0:05:27		Internal
621943134306			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		07 Apr, 2025 05:55:33 PM	07 Apr, 2025 06:03:29 PM	07 Apr, 2025 04:07:05 PM	0:05:27		Internal
621943134306			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Apr, 2025 05:55:33 PM	07 Apr, 2025 06:03:29 PM	07 Apr, 2025 04:07:05 PM	0:05:27		Internal
621943134306			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Apr, 2025 05:55:33 PM	07 Apr, 2025 06:03:29 PM	07 Apr, 2025 04:07:05 PM	0:05:27		Internal
621943134306			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Apr, 2025 05:55:33 PM	07 Apr, 2025 06:03:29 PM	07 Apr, 2025 04:07:05 PM	0:05:27		Internal
621943134359			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Apr, 2025 06:08:32 PM	07 Apr, 2025 06:54:48 PM	07 Apr, 2025 04:08:54 PM	0:06:54		Internal
621943134359			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Apr, 2025 06:08:32 PM	07 Apr, 2025 06:54:48 PM	07 Apr, 2025 04:08:54 PM	0:06:54		Internal
621943134359			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Apr, 2025 06:08:32 PM	07 Apr, 2025 06:54:48 PM	07 Apr, 2025 04:08:54 PM	0:06:54		Internal
621943134359			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Apr, 2025 06:08:32 PM	07 Apr, 2025 06:54:48 PM	07 Apr, 2025 04:08:54 PM	0:06:54		Internal
621943134359			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Apr, 2025 06:08:32 PM	07 Apr, 2025 06:54:48 PM	07 Apr, 2025 04:08:54 PM	0:06:54		Internal
621943134359			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Apr, 2025 06:08:32 PM	07 Apr, 2025 06:54:48 PM	07 Apr, 2025 04:08:54 PM	0:06:54		Internal
621943134359			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Apr, 2025 06:08:32 PM	07 Apr, 2025 06:54:48 PM	07 Apr, 2025 04:08:54 PM	0:06:54		Internal
621943134359			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Apr, 2025 06:08:32 PM	07 Apr, 2025 06:54:48 PM	07 Apr, 2025 04:08:54 PM	0:06:54		Internal
621943134359			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Apr, 2025 06:08:32 PM	07 Apr, 2025 06:54:48 PM	07 Apr, 2025 04:08:54 PM	0:06:54		Internal
621943134359			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Apr, 2025 06:08:32 PM	07 Apr, 2025 06:54:48 PM	07 Apr, 2025 04:08:54 PM	0:06:54		Internal
621943134359			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Apr, 2025 06:08:32 PM	07 Apr, 2025 06:54:48 PM	07 Apr, 2025 04:08:54 PM	0:06:54		Internal
621943134359			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Apr, 2025 06:08:32 PM	07 Apr, 2025 06:54:48 PM	07 Apr, 2025 04:08:54 PM	0:06:54		Internal
621943134359			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Apr, 2025 06:08:32 PM	07 Apr, 2025 06:54:48 PM	07 Apr, 2025 04:08:54 PM	0:06:54		Internal
621943134359			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Apr, 2025 06:08:32 PM	07 Apr, 2025 06:54:48 PM	07 Apr, 2025 04:08:54 PM	0:06:54		Internal
621943134359			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Apr, 2025 06:08:32 PM	07 Apr, 2025 06:54:48 PM	07 Apr, 2025 04:08:54 PM	0:06:54		Internal
621943134359			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Apr, 2025 06:08:32 PM	07 Apr, 2025 06:54:48 PM	07 Apr, 2025 04:08:54 PM	0:06:54		Internal
621943134359			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Apr, 2025 06:08:32 PM	07 Apr, 2025 06:54:48 PM	07 Apr, 2025 04:08:54 PM	0:06:54		Internal
621943134359			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Apr, 2025 06:08:32 PM	07 Apr, 2025 06:54:48 PM	07 Apr, 2025 04:08:54 PM	0:06:54		Internal
621943134359			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Apr, 2025 06:08:32 PM	07 Apr, 2025 06:54:48 PM	07 Apr, 2025 04:08:54 PM	0:06:54		Internal
621943134359			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Apr, 2025 06:08:32 PM	07 Apr, 2025 06:54:48 PM	07 Apr, 2025 04:08:54 PM	0:06:54		Internal
621943134359			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Apr, 2025 06:08:32 PM	07 Apr, 2025 06:54:48 PM	07 Apr, 2025 04:08:54 PM	0:06:54		Internal
621943134359			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Apr, 2025 06:08:32 PM	07 Apr, 2025 06:54:48 PM	07 Apr, 2025 04:08:54 PM	0:06:54		Internal
621943134359			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		07 Apr, 2025 06:08:32 PM	07 Apr, 2025 06:54:48 PM	07 Apr, 2025 04:08:54 PM	0:06:54		Internal
621943134359			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Apr, 2025 06:08:32 PM	07 Apr, 2025 06:54:48 PM	07 Apr, 2025 04:08:54 PM	0:06:54		Internal
621943134359			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Apr, 2025 06:08:32 PM	07 Apr, 2025 06:54:48 PM	07 Apr, 2025 04:08:54 PM	0:06:54		Internal
621943134359			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Apr, 2025 06:08:32 PM	07 Apr, 2025 06:54:48 PM	07 Apr, 2025 04:08:54 PM	0:06:54		Internal
621943156950			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Apr, 2025 06:18:03 PM	07 Apr, 2025 07:00:13 PM	07 Apr, 2025 05:16:48 PM	0:06:05		Internal
621943156950			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Apr, 2025 06:18:03 PM	07 Apr, 2025 07:00:13 PM	07 Apr, 2025 05:16:48 PM	0:06:05		Internal
621943156950			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Apr, 2025 06:18:03 PM	07 Apr, 2025 07:00:13 PM	07 Apr, 2025 05:16:48 PM	0:06:05		Internal
621943156950			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Apr, 2025 06:18:03 PM	07 Apr, 2025 07:00:13 PM	07 Apr, 2025 05:16:48 PM	0:06:05		Internal
621943156950			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Apr, 2025 06:18:03 PM	07 Apr, 2025 07:00:13 PM	07 Apr, 2025 05:16:48 PM	0:06:05		Internal
621943156950			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Apr, 2025 06:18:03 PM	07 Apr, 2025 07:00:13 PM	07 Apr, 2025 05:16:48 PM	0:06:05		Internal
621943156950			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Apr, 2025 06:18:03 PM	07 Apr, 2025 07:00:13 PM	07 Apr, 2025 05:16:48 PM	0:06:05		Internal
621943156950			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Apr, 2025 06:18:03 PM	07 Apr, 2025 07:00:13 PM	07 Apr, 2025 05:16:48 PM	0:06:05		Internal
621943156950			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Apr, 2025 06:18:03 PM	07 Apr, 2025 07:00:13 PM	07 Apr, 2025 05:16:48 PM	0:06:05		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621943156950	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	[redacted]	07 Apr, 2025 06:18:03 PM	07 Apr, 2025 07:00:13 PM	07 Apr, 2025 05:16:48 PM	0:06:05		Internal
621943156950			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Apr, 2025 06:18:03 PM	07 Apr, 2025 07:00:13 PM	07 Apr, 2025 05:16:48 PM	0:06:05		Internal
621943156950			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Apr, 2025 06:18:03 PM	07 Apr, 2025 07:00:13 PM	07 Apr, 2025 05:16:48 PM	0:06:05		Internal
621943156950			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Apr, 2025 06:18:03 PM	07 Apr, 2025 07:00:13 PM	07 Apr, 2025 05:16:48 PM	0:06:05		Internal
621943156950			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Apr, 2025 06:18:03 PM	07 Apr, 2025 07:00:13 PM	07 Apr, 2025 05:16:48 PM	0:06:05		Internal
621943156950			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Apr, 2025 06:18:03 PM	07 Apr, 2025 07:00:13 PM	07 Apr, 2025 05:16:48 PM	0:06:05		Internal
621943156950			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Apr, 2025 06:18:03 PM	07 Apr, 2025 07:00:13 PM	07 Apr, 2025 05:16:48 PM	0:06:05		Internal
621943156950			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Apr, 2025 06:18:03 PM	07 Apr, 2025 07:00:13 PM	07 Apr, 2025 05:16:48 PM	0:06:05		Internal
621943156950			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Apr, 2025 06:18:03 PM	07 Apr, 2025 07:00:13 PM	07 Apr, 2025 05:16:48 PM	0:06:05		Internal
621943156950			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Apr, 2025 06:18:03 PM	07 Apr, 2025 07:00:13 PM	07 Apr, 2025 05:16:48 PM	0:06:05		Internal
621943156950			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Apr, 2025 06:18:03 PM	07 Apr, 2025 07:00:13 PM	07 Apr, 2025 05:16:48 PM	0:06:05		Internal
621943156950			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Apr, 2025 06:18:03 PM	07 Apr, 2025 07:00:13 PM	07 Apr, 2025 05:16:48 PM	0:06:05		Internal
621943156950			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Apr, 2025 06:18:03 PM	07 Apr, 2025 07:00:13 PM	07 Apr, 2025 05:16:48 PM	0:06:05		Internal
621943156950			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		07 Apr, 2025 06:18:03 PM	07 Apr, 2025 07:00:13 PM	07 Apr, 2025 05:16:48 PM	0:06:05		Internal
621943156950			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Apr, 2025 06:18:03 PM	07 Apr, 2025 07:00:13 PM	07 Apr, 2025 05:16:48 PM	0:06:05		Internal
621943156950			CTE_Res_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Apr, 2025 06:18:03 PM	07 Apr, 2025 07:00:13 PM	07 Apr, 2025 05:16:48 PM	0:06:05		Internal
621943156950			CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Apr, 2025 06:18:03 PM	07 Apr, 2025 07:00:13 PM	07 Apr, 2025 05:16:48 PM	0:06:05		Internal
621942180936			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Apr, 2025 06:06:30 PM	07 Apr, 2025 07:36:52 PM	31 Mar, 2025 08:17:26 PM	0:07:03		Internal
621942180936			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Apr, 2025 06:06:30 PM	07 Apr, 2025 07:36:52 PM	31 Mar, 2025 08:17:26 PM	0:07:03		Internal
621942180936			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Apr, 2025 06:06:30 PM	07 Apr, 2025 07:36:52 PM	31 Mar, 2025 08:17:26 PM	0:07:03		Internal
621942180936			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Apr, 2025 06:06:30 PM	07 Apr, 2025 07:36:52 PM	31 Mar, 2025 08:17:26 PM	0:07:03		Internal
621942180936			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Apr, 2025 06:06:30 PM	07 Apr, 2025 07:36:52 PM	31 Mar, 2025 08:17:26 PM	0:07:03		Internal
621942180936			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Apr, 2025 06:06:30 PM	07 Apr, 2025 07:36:52 PM	31 Mar, 2025 08:17:26 PM	0:07:03		Internal
621942180936			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Apr, 2025 06:06:30 PM	07 Apr, 2025 07:36:52 PM	31 Mar, 2025 08:17:26 PM	0:07:03		Internal
621942180936			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Apr, 2025 06:06:30 PM	07 Apr, 2025 07:36:52 PM	31 Mar, 2025 08:17:26 PM	0:07:03		Internal
621942180936			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Apr, 2025 06:06:30 PM	07 Apr, 2025 07:36:52 PM	31 Mar, 2025 08:17:26 PM	0:07:03		Internal
621942180936			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Apr, 2025 06:06:30 PM	07 Apr, 2025 07:36:52 PM	31 Mar, 2025 08:17:26 PM	0:07:03		Internal
621942180936			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Apr, 2025 06:06:30 PM	07 Apr, 2025 07:36:52 PM	31 Mar, 2025 08:17:26 PM	0:07:03		Internal
621942180936			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Apr, 2025 06:06:30 PM	07 Apr, 2025 07:36:52 PM	31 Mar, 2025 08:17:26 PM	0:07:03		Internal
621942180936			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Apr, 2025 06:06:30 PM	07 Apr, 2025 07:36:52 PM	31 Mar, 2025 08:17:26 PM	0:07:03		Internal
621942180936			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Apr, 2025 06:06:30 PM	07 Apr, 2025 07:36:52 PM	31 Mar, 2025 08:17:26 PM	0:07:03		Internal
621942180936			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Apr, 2025 06:06:30 PM	07 Apr, 2025 07:36:52 PM	31 Mar, 2025 08:17:26 PM	0:07:03		Internal
621942180936			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Apr, 2025 06:06:30 PM	07 Apr, 2025 07:36:52 PM	31 Mar, 2025 08:17:26 PM	0:07:03		Internal
621942180936			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Apr, 2025 06:06:30 PM	07 Apr, 2025 07:36:52 PM	31 Mar, 2025 08:17:26 PM	0:07:03		Internal
621942180936			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Apr, 2025 06:06:30 PM	07 Apr, 2025 07:36:52 PM	31 Mar, 2025 08:17:26 PM	0:07:03		Internal
621942180936			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Apr, 2025 06:06:30 PM	07 Apr, 2025 07:36:52 PM	31 Mar, 2025 08:17:26 PM	0:07:03		Internal
621942180936			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Apr, 2025 06:06:30 PM	07 Apr, 2025 07:36:52 PM	31 Mar, 2025 08:17:26 PM	0:07:03		Internal
621942180936			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Apr, 2025 06:06:30 PM	07 Apr, 2025 07:36:52 PM	31 Mar, 2025 08:17:26 PM	0:07:03		Internal
621942180936			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Apr, 2025 06:06:30 PM	07 Apr, 2025 07:36:52 PM	31 Mar, 2025 08:17:26 PM	0:07:03		Internal
621942180936			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Apr, 2025 06:06:30 PM	07 Apr, 2025 07:36:52 PM	31 Mar, 2025 08:17:26 PM	0:07:03		Internal
621942180936			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Apr, 2025 06:06:30 PM	07 Apr, 2025 07:36:52 PM	31 Mar, 2025 08:17:26 PM	0:07:03		Internal
621942180936			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Apr, 2025 06:06:30 PM	07 Apr, 2025 07:36:52 PM	31 Mar, 2025 08:17:26 PM	0:07:03		Internal
621942180936			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Apr, 2025 06:06:30 PM	07 Apr, 2025 07:36:52 PM	31 Mar, 2025 08:17:26 PM	0:07:03		Internal
621942276142			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Apr, 2025 08:01:22 AM	07 Apr, 2025 07:40:06 PM	01 Apr, 2025 01:58:51 PM	0:03:07		Internal
621942276142			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Apr, 2025 08:01:22 AM	07 Apr, 2025 07:40:06 PM	01 Apr, 2025 01:58:51 PM	0:03:07		Internal
621942276142			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Apr, 2025 08:01:22 AM	07 Apr, 2025 07:40:06 PM	01 Apr, 2025 01:58:51 PM	0:03:07		Internal
621942276142			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Apr, 2025 08:01:22 AM	07 Apr, 2025 07:40:06 PM	01 Apr, 2025 01:58:51 PM	0:03:07		Internal
621942276142			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Apr, 2025 08:01:22 AM	07 Apr, 2025 07:40:06 PM	01 Apr, 2025 01:58:51 PM	0:03:07		Internal
621942276142			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Apr, 2025 08:01:22 AM	07 Apr, 2025 07:40:06 PM	01 Apr, 2025 01:58:51 PM	0:03:07		Internal
621942276142			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Apr, 2025 08:01:22 AM	07 Apr, 2025 07:40:06 PM	01 Apr, 2025 01:58:51 PM	0:03:07		Internal
621942276142			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Apr, 2025 08:01:22 AM	07 Apr, 2025 07:40:06 PM	01 Apr, 2025 01:58:51 PM	0:03:07		Internal
621942276142			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Apr, 2025 08:01:22 AM	07 Apr, 2025 07:40:06 PM	01 Apr, 2025 01:58:51 PM	0:03:07		Internal
621942276142			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Apr, 2025 08:01:22 AM	07 Apr, 2025 07:40:06 PM	01 Apr, 2025 01:58:51 PM	0:03:07		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621942276142	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	03 Apr, 2025 08:01:22 AM	07 Apr, 2025 07:40:06 PM	01 Apr, 2025 01:58:51 PM	0:03:07		Internal
621942276142			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Apr, 2025 08:01:22 AM	07 Apr, 2025 07:40:06 PM	01 Apr, 2025 01:58:51 PM	0:03:07		Internal
621942276142			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Apr, 2025 08:01:22 AM	07 Apr, 2025 07:40:06 PM	01 Apr, 2025 01:58:51 PM	0:03:07		Internal
621942276142			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Apr, 2025 08:01:22 AM	07 Apr, 2025 07:40:06 PM	01 Apr, 2025 01:58:51 PM	0:03:07		Internal
621942276142			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Apr, 2025 08:01:22 AM	07 Apr, 2025 07:40:06 PM	01 Apr, 2025 01:58:51 PM	0:03:07		Internal
621942276142			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Apr, 2025 08:01:22 AM	07 Apr, 2025 07:40:06 PM	01 Apr, 2025 01:58:51 PM	0:03:07		Internal
621942276142			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Apr, 2025 08:01:22 AM	07 Apr, 2025 07:40:06 PM	01 Apr, 2025 01:58:51 PM	0:03:07		Internal
621942276142			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Apr, 2025 08:01:22 AM	07 Apr, 2025 07:40:06 PM	01 Apr, 2025 01:58:51 PM	0:03:07		Internal
621942276142			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Apr, 2025 08:01:22 AM	07 Apr, 2025 07:40:06 PM	01 Apr, 2025 01:58:51 PM	0:03:07		Internal
621942276142			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Apr, 2025 08:01:22 AM	07 Apr, 2025 07:40:06 PM	01 Apr, 2025 01:58:51 PM	0:03:07		Internal
621942276142			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Apr, 2025 08:01:22 AM	07 Apr, 2025 07:40:06 PM	01 Apr, 2025 01:58:51 PM	0:03:07		Internal
621942276142			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Apr, 2025 08:01:22 AM	07 Apr, 2025 07:40:06 PM	01 Apr, 2025 01:58:51 PM	0:03:07		Internal
621942276142			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Apr, 2025 08:01:22 AM	07 Apr, 2025 07:40:06 PM	01 Apr, 2025 01:58:51 PM	0:03:07		Internal
621942276142			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Apr, 2025 08:01:22 AM	07 Apr, 2025 07:40:06 PM	01 Apr, 2025 01:58:51 PM	0:03:07		Internal
621942276142			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Apr, 2025 08:01:22 AM	07 Apr, 2025 07:40:06 PM	01 Apr, 2025 01:58:51 PM	0:03:07		Internal
621942276142			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Apr, 2025 08:01:22 AM	07 Apr, 2025 07:40:06 PM	01 Apr, 2025 01:58:51 PM	0:03:07		Internal
597059292460			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Mar, 2025 01:31:52 PM	07 Apr, 2025 08:22:29 PM	25 Mar, 2025 12:14:14 PM	0:05:30		Internal
597059292460			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Mar, 2025 01:31:52 PM	07 Apr, 2025 08:22:29 PM	25 Mar, 2025 12:14:14 PM	0:05:30		Internal
597059292460			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Mar, 2025 01:31:52 PM	07 Apr, 2025 08:22:29 PM	25 Mar, 2025 12:14:14 PM	0:05:30		Internal
597059292460			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Mar, 2025 01:31:52 PM	07 Apr, 2025 08:22:29 PM	25 Mar, 2025 12:14:14 PM	0:05:30		Internal
597059292460			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Mar, 2025 01:31:52 PM	07 Apr, 2025 08:22:29 PM	25 Mar, 2025 12:14:14 PM	0:05:30		Internal
597059292460			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Mar, 2025 01:31:52 PM	07 Apr, 2025 08:22:29 PM	25 Mar, 2025 12:14:14 PM	0:05:30		Internal
597059292460			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Mar, 2025 01:31:52 PM	07 Apr, 2025 08:22:29 PM	25 Mar, 2025 12:14:14 PM	0:05:30		Internal
597059292460			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Mar, 2025 01:31:52 PM	07 Apr, 2025 08:22:29 PM	25 Mar, 2025 12:14:14 PM	0:05:30		Internal
597059292460			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Mar, 2025 01:31:52 PM	07 Apr, 2025 08:22:29 PM	25 Mar, 2025 12:14:14 PM	0:05:30		Internal
597059292460			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Mar, 2025 01:31:52 PM	07 Apr, 2025 08:22:29 PM	25 Mar, 2025 12:14:14 PM	0:05:30		Internal
597059292460			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Mar, 2025 01:31:52 PM	07 Apr, 2025 08:22:29 PM	25 Mar, 2025 12:14:14 PM	0:05:30		Internal
597059292460			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Mar, 2025 01:31:52 PM	07 Apr, 2025 08:22:29 PM	25 Mar, 2025 12:14:14 PM	0:05:30		Internal
597059292460			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Mar, 2025 01:31:52 PM	07 Apr, 2025 08:22:29 PM	25 Mar, 2025 12:14:14 PM	0:05:30		Internal
597059292460			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Mar, 2025 01:31:52 PM	07 Apr, 2025 08:22:29 PM	25 Mar, 2025 12:14:14 PM	0:05:30		Internal
597059292460			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Mar, 2025 01:31:52 PM	07 Apr, 2025 08:22:29 PM	25 Mar, 2025 12:14:14 PM	0:05:30		Internal
597059292460			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Mar, 2025 01:31:52 PM	07 Apr, 2025 08:22:29 PM	25 Mar, 2025 12:14:14 PM	0:05:30		Internal
597059292460			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Mar, 2025 01:31:52 PM	07 Apr, 2025 08:22:29 PM	25 Mar, 2025 12:14:14 PM	0:05:30		Internal
597059292460			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Mar, 2025 01:31:52 PM	07 Apr, 2025 08:22:29 PM	25 Mar, 2025 12:14:14 PM	0:05:30		Internal
597059292460			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Mar, 2025 01:31:52 PM	07 Apr, 2025 08:22:29 PM	25 Mar, 2025 12:14:14 PM	0:05:30		Internal
597059292460			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Mar, 2025 01:31:52 PM	07 Apr, 2025 08:22:29 PM	25 Mar, 2025 12:14:14 PM	0:05:30		Internal
597059292460			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Mar, 2025 01:31:52 PM	07 Apr, 2025 08:22:29 PM	25 Mar, 2025 12:14:14 PM	0:05:30		Internal
597059292460			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Mar, 2025 01:31:52 PM	07 Apr, 2025 08:22:29 PM	25 Mar, 2025 12:14:14 PM	0:05:30		Internal
597059292460			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		25 Mar, 2025 01:31:52 PM	07 Apr, 2025 08:22:29 PM	25 Mar, 2025 12:14:14 PM	0:05:30		Internal
597059292460			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Mar, 2025 01:31:52 PM	07 Apr, 2025 08:22:29 PM	25 Mar, 2025 12:14:14 PM	0:05:30		Internal
597059292460			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Mar, 2025 01:31:52 PM	07 Apr, 2025 08:22:29 PM	25 Mar, 2025 12:14:14 PM	0:05:30		Internal
597059292460			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Mar, 2025 01:31:52 PM	07 Apr, 2025 08:22:29 PM	25 Mar, 2025 12:14:14 PM	0:05:30		Internal
621942132473			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Apr, 2025 10:32:01 PM	08 Apr, 2025 10:59:25 AM	31 Mar, 2025 05:40:47 PM	0:04:07		Internal
621942132473			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 Apr, 2025 10:32:01 PM	08 Apr, 2025 10:59:25 AM	31 Mar, 2025 05:40:47 PM	0:04:07		Internal
621942132473			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 Apr, 2025 10:32:01 PM	08 Apr, 2025 10:59:25 AM	31 Mar, 2025 05:40:47 PM	0:04:07		Internal
621942132473			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 Apr, 2025 10:32:01 PM	08 Apr, 2025 10:59:25 AM	31 Mar, 2025 05:40:47 PM	0:04:07		Internal
621942132473			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 Apr, 2025 10:32:01 PM	08 Apr, 2025 10:59:25 AM	31 Mar, 2025 05:40:47 PM	0:04:07		Internal
621942132473			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 Apr, 2025 10:32:01 PM	08 Apr, 2025 10:59:25 AM	31 Mar, 2025 05:40:47 PM	0:04:07		Internal
621942132473			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 Apr, 2025 10:32:01 PM	08 Apr, 2025 10:59:25 AM	31 Mar, 2025 05:40:47 PM	0:04:07		Internal
621942132473			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 Apr, 2025 10:32:01 PM	08 Apr, 2025 10:59:25 AM	31 Mar, 2025 05:40:47 PM	0:04:07		Internal
621942132473			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 Apr, 2025 10:32:01 PM	08 Apr, 2025 10:59:25 AM	31 Mar, 2025 05:40:47 PM	0:04:07		Internal
621942132473			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 Apr, 2025 10:32:01 PM	08 Apr, 2025 10:59:25 AM	31 Mar, 2025 05:40:47 PM	0:04:07		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621942132473	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	01 Apr, 2025 10:32:01 PM	08 Apr, 2025 10:59:25 AM	31 Mar, 2025 05:40:47 PM	0:04:07		Internal
621942132473			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 Apr, 2025 10:32:01 PM	08 Apr, 2025 10:59:25 AM	31 Mar, 2025 05:40:47 PM	0:04:07		Internal
621942132473			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 Apr, 2025 10:32:01 PM	08 Apr, 2025 10:59:25 AM	31 Mar, 2025 05:40:47 PM	0:04:07		Internal
621942132473			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 Apr, 2025 10:32:01 PM	08 Apr, 2025 10:59:25 AM	31 Mar, 2025 05:40:47 PM	0:04:07		Internal
621942132473			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 Apr, 2025 10:32:01 PM	08 Apr, 2025 10:59:25 AM	31 Mar, 2025 05:40:47 PM	0:04:07		Internal
621942132473			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 Apr, 2025 10:32:01 PM	08 Apr, 2025 10:59:25 AM	31 Mar, 2025 05:40:47 PM	0:04:07		Internal
621942132473			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 Apr, 2025 10:32:01 PM	08 Apr, 2025 10:59:25 AM	31 Mar, 2025 05:40:47 PM	0:04:07		Internal
621942132473			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 Apr, 2025 10:32:01 PM	08 Apr, 2025 10:59:25 AM	31 Mar, 2025 05:40:47 PM	0:04:07		Internal
621942132473			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 Apr, 2025 10:32:01 PM	08 Apr, 2025 10:59:25 AM	31 Mar, 2025 05:40:47 PM	0:04:07		Internal
621942132473			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 Apr, 2025 10:32:01 PM	08 Apr, 2025 10:59:25 AM	31 Mar, 2025 05:40:47 PM	0:04:07		Internal
621942132473			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 Apr, 2025 10:32:01 PM	08 Apr, 2025 10:59:25 AM	31 Mar, 2025 05:40:47 PM	0:04:07		Internal
621942132473			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 Apr, 2025 10:32:01 PM	08 Apr, 2025 10:59:25 AM	31 Mar, 2025 05:40:47 PM	0:04:07		Internal
621942132473			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		01 Apr, 2025 10:32:01 PM	08 Apr, 2025 10:59:25 AM	31 Mar, 2025 05:40:47 PM	0:04:07		Internal
621942132473			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 Apr, 2025 10:32:01 PM	08 Apr, 2025 10:59:25 AM	31 Mar, 2025 05:40:47 PM	0:04:07		Internal
621942132473			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 Apr, 2025 10:32:01 PM	08 Apr, 2025 10:59:25 AM	31 Mar, 2025 05:40:47 PM	0:04:07		Internal
621942132473			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 Apr, 2025 10:32:01 PM	08 Apr, 2025 10:59:25 AM	31 Mar, 2025 05:40:47 PM	0:04:07		Internal
621942178884			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Apr, 2025 10:32:00 AM	08 Apr, 2025 11:07:36 AM	31 Mar, 2025 08:09:30 PM	0:06:44		Internal
621942178884			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Apr, 2025 10:32:00 AM	08 Apr, 2025 11:07:36 AM	31 Mar, 2025 08:09:30 PM	0:06:44		Internal
621942178884			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Apr, 2025 10:32:00 AM	08 Apr, 2025 11:07:36 AM	31 Mar, 2025 08:09:30 PM	0:06:44		Internal
621942178884			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Apr, 2025 10:32:00 AM	08 Apr, 2025 11:07:36 AM	31 Mar, 2025 08:09:30 PM	0:06:44		Internal
621942178884			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Apr, 2025 10:32:00 AM	08 Apr, 2025 11:07:36 AM	31 Mar, 2025 08:09:30 PM	0:06:44		Internal
621942178884			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Apr, 2025 10:32:00 AM	08 Apr, 2025 11:07:36 AM	31 Mar, 2025 08:09:30 PM	0:06:44		Internal
621942178884			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Apr, 2025 10:32:00 AM	08 Apr, 2025 11:07:36 AM	31 Mar, 2025 08:09:30 PM	0:06:44		Internal
621942178884			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Apr, 2025 10:32:00 AM	08 Apr, 2025 11:07:36 AM	31 Mar, 2025 08:09:30 PM	0:06:44		Internal
621942178884			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Apr, 2025 10:32:00 AM	08 Apr, 2025 11:07:36 AM	31 Mar, 2025 08:09:30 PM	0:06:44		Internal
621942178884			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Apr, 2025 10:32:00 AM	08 Apr, 2025 11:07:36 AM	31 Mar, 2025 08:09:30 PM	0:06:44		Internal
621942178884			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Apr, 2025 10:32:00 AM	08 Apr, 2025 11:07:36 AM	31 Mar, 2025 08:09:30 PM	0:06:44		Internal
621942178884			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Apr, 2025 10:32:00 AM	08 Apr, 2025 11:07:36 AM	31 Mar, 2025 08:09:30 PM	0:06:44		Internal
621942178884			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Apr, 2025 10:32:00 AM	08 Apr, 2025 11:07:36 AM	31 Mar, 2025 08:09:30 PM	0:06:44		Internal
621942178884			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Apr, 2025 10:32:00 AM	08 Apr, 2025 11:07:36 AM	31 Mar, 2025 08:09:30 PM	0:06:44		Internal
621942178884			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Apr, 2025 10:32:00 AM	08 Apr, 2025 11:07:36 AM	31 Mar, 2025 08:09:30 PM	0:06:44		Internal
621942178884			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Apr, 2025 10:32:00 AM	08 Apr, 2025 11:07:36 AM	31 Mar, 2025 08:09:30 PM	0:06:44		Internal
621942178884			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Apr, 2025 10:32:00 AM	08 Apr, 2025 11:07:36 AM	31 Mar, 2025 08:09:30 PM	0:06:44		Internal
621942178884			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Apr, 2025 10:32:00 AM	08 Apr, 2025 11:07:36 AM	31 Mar, 2025 08:09:30 PM	0:06:44		Internal
621942178884			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Apr, 2025 10:32:00 AM	08 Apr, 2025 11:07:36 AM	31 Mar, 2025 08:09:30 PM	0:06:44		Internal
621942178884			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Apr, 2025 10:32:00 AM	08 Apr, 2025 11:07:36 AM	31 Mar, 2025 08:09:30 PM	0:06:44		Internal
621942178884			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Apr, 2025 10:32:00 AM	08 Apr, 2025 11:07:36 AM	31 Mar, 2025 08:09:30 PM	0:06:44		Internal
621942178884			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Apr, 2025 10:32:00 AM	08 Apr, 2025 11:07:36 AM	31 Mar, 2025 08:09:30 PM	0:06:44		Internal
621942178884			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		02 Apr, 2025 10:32:00 AM	08 Apr, 2025 11:07:36 AM	31 Mar, 2025 08:09:30 PM	0:06:44		Internal
621942178884			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Apr, 2025 10:32:00 AM	08 Apr, 2025 11:07:36 AM	31 Mar, 2025 08:09:30 PM	0:06:44		Internal
621942178884			CTE_Bus_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Apr, 2025 10:32:00 AM	08 Apr, 2025 11:07:36 AM	31 Mar, 2025 08:09:30 PM	0:06:44		Internal
621942178884			CTE_Bus_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Apr, 2025 10:32:00 AM	08 Apr, 2025 11:07:36 AM	31 Mar, 2025 08:09:30 PM	0:06:44		Internal
621942468028			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Apr, 2025 08:01:34 PM	08 Apr, 2025 11:22:15 AM	02 Apr, 2025 01:45:56 PM	0:05:07		Internal
621942468028			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Apr, 2025 08:01:34 PM	08 Apr, 2025 11:22:15 AM	02 Apr, 2025 01:45:56 PM	0:05:07		Internal
621942468028			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Apr, 2025 08:01:34 PM	08 Apr, 2025 11:22:15 AM	02 Apr, 2025 01:45:56 PM	0:05:07		Internal
621942468028			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Apr, 2025 08:01:34 PM	08 Apr, 2025 11:22:15 AM	02 Apr, 2025 01:45:56 PM	0:05:07		Internal
621942468028			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Apr, 2025 08:01:34 PM	08 Apr, 2025 11:22:15 AM	02 Apr, 2025 01:45:56 PM	0:05:07		Internal
621942468028			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Apr, 2025 08:01:34 PM	08 Apr, 2025 11:22:15 AM	02 Apr, 2025 01:45:56 PM	0:05:07		Internal
621942468028			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Apr, 2025 08:01:34 PM	08 Apr, 2025 11:22:15 AM	02 Apr, 2025 01:45:56 PM	0:05:07		Internal
621942468028			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Apr, 2025 08:01:34 PM	08 Apr, 2025 11:22:15 AM	02 Apr, 2025 01:45:56 PM	0:05:07		Internal
621942468028			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Apr, 2025 08:01:34 PM	08 Apr, 2025 11:22:15 AM	02 Apr, 2025 01:45:56 PM	0:05:07		Internal
621942468028			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Apr, 2025 08:01:34 PM	08 Apr, 2025 11:22:15 AM	02 Apr, 2025 01:45:56 PM	0:05:07		Internal
621942468028			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Apr, 2025 08:01:34 PM	08 Apr, 2025 11:22:15 AM	02 Apr, 2025 01:45:56 PM	0:05:07		Internal
621942468028			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Apr, 2025 08:01:34 PM	08 Apr, 2025 11:22:15 AM	02 Apr, 2025 01:45:56 PM	0:05:07		Internal
621942468028			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Apr, 2025 08:01:34 PM	08 Apr, 2025 11:22:15 AM	02 Apr, 2025 01:45:56 PM	0:05:07		Internal
621942468028			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Apr, 2025 08:01:34 PM	08 Apr, 2025 11:22:15 AM	02 Apr, 2025 01:45:56 PM	0:05:07		Internal
621942468028			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Apr, 2025 08:01:34 PM	08 Apr, 2025 11:22:15 AM	02 Apr, 2025 01:45:56 PM	0:05:07		Internal
621942468028			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Apr, 2025 08:01:34 PM	08 Apr, 2025 11:22:15 AM	02 Apr, 2025 01:45:56 PM	0:05:07		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621942468028			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Apr, 2025 08:01:34 PM	08 Apr, 2025 11:22:15 AM	02 Apr, 2025 01:45:56 PM	0:05:07		Internal
621942468028			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Apr, 2025 08:01:34 PM	08 Apr, 2025 11:22:15 AM	02 Apr, 2025 01:45:56 PM	0:05:07		Internal
621942468028			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Apr, 2025 08:01:34 PM	08 Apr, 2025 11:22:15 AM	02 Apr, 2025 01:45:56 PM	0:05:07		Internal
621942468028			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Apr, 2025 08:01:34 PM	08 Apr, 2025 11:22:15 AM	02 Apr, 2025 01:45:56 PM	0:05:07		Internal
621942468028			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Apr, 2025 08:01:34 PM	08 Apr, 2025 11:22:15 AM	02 Apr, 2025 01:45:56 PM	0:05:07		Internal
621942468028			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Apr, 2025 08:01:34 PM	08 Apr, 2025 11:22:15 AM	02 Apr, 2025 01:45:56 PM	0:05:07		Internal
621942468028			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Apr, 2025 08:01:34 PM	08 Apr, 2025 11:22:15 AM	02 Apr, 2025 01:45:56 PM	0:05:07		Internal
621942468028			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Apr, 2025 08:01:34 PM	08 Apr, 2025 11:22:15 AM	02 Apr, 2025 01:45:56 PM	0:05:07		Internal
621942468028			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Apr, 2025 08:01:34 PM	08 Apr, 2025 11:22:15 AM	02 Apr, 2025 01:45:56 PM	0:05:07		Internal
621942468028			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Apr, 2025 08:01:34 PM	08 Apr, 2025 11:22:15 AM	02 Apr, 2025 01:45:56 PM	0:05:07		Internal
621942560627			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Apr, 2025 08:01:25 AM	08 Apr, 2025 11:25:40 AM	02 Apr, 2025 06:21:37 PM	0:02:44		Internal
621942560627			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Apr, 2025 08:01:25 AM	08 Apr, 2025 11:25:40 AM	02 Apr, 2025 06:21:37 PM	0:02:44		Internal
621942560627			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Apr, 2025 08:01:25 AM	08 Apr, 2025 11:25:40 AM	02 Apr, 2025 06:21:37 PM	0:02:44		Internal
621942560627			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Apr, 2025 08:01:25 AM	08 Apr, 2025 11:25:40 AM	02 Apr, 2025 06:21:37 PM	0:02:44		Internal
621942560627			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Apr, 2025 08:01:25 AM	08 Apr, 2025 11:25:40 AM	02 Apr, 2025 06:21:37 PM	0:02:44		Internal
621942560627			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Apr, 2025 08:01:25 AM	08 Apr, 2025 11:25:40 AM	02 Apr, 2025 06:21:37 PM	0:02:44		Internal
621942560627			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Apr, 2025 08:01:25 AM	08 Apr, 2025 11:25:40 AM	02 Apr, 2025 06:21:37 PM	0:02:44		Internal
621942560627			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Apr, 2025 08:01:25 AM	08 Apr, 2025 11:25:40 AM	02 Apr, 2025 06:21:37 PM	0:02:44		Internal
621942560627			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Apr, 2025 08:01:25 AM	08 Apr, 2025 11:25:40 AM	02 Apr, 2025 06:21:37 PM	0:02:44		Internal
621942560627			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Apr, 2025 08:01:25 AM	08 Apr, 2025 11:25:40 AM	02 Apr, 2025 06:21:37 PM	0:02:44		Internal
621942560627			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Apr, 2025 08:01:25 AM	08 Apr, 2025 11:25:40 AM	02 Apr, 2025 06:21:37 PM	0:02:44		Internal
621942560627			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Apr, 2025 08:01:25 AM	08 Apr, 2025 11:25:40 AM	02 Apr, 2025 06:21:37 PM	0:02:44		Internal
621942560627			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Apr, 2025 08:01:25 AM	08 Apr, 2025 11:25:40 AM	02 Apr, 2025 06:21:37 PM	0:02:44		Internal
621942560627			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Apr, 2025 08:01:25 AM	08 Apr, 2025 11:25:40 AM	02 Apr, 2025 06:21:37 PM	0:02:44		Internal
621942560627			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Apr, 2025 08:01:25 AM	08 Apr, 2025 11:25:40 AM	02 Apr, 2025 06:21:37 PM	0:02:44		Internal
621942560627			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Apr, 2025 08:01:25 AM	08 Apr, 2025 11:25:40 AM	02 Apr, 2025 06:21:37 PM	0:02:44		Internal
621942560627			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Apr, 2025 08:01:25 AM	08 Apr, 2025 11:25:40 AM	02 Apr, 2025 06:21:37 PM	0:02:44		Internal
621942560627			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Apr, 2025 08:01:25 AM	08 Apr, 2025 11:25:40 AM	02 Apr, 2025 06:21:37 PM	0:02:44		Internal
621942560627			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Apr, 2025 08:01:25 AM	08 Apr, 2025 11:25:40 AM	02 Apr, 2025 06:21:37 PM	0:02:44		Internal
621942560627			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Apr, 2025 08:01:25 AM	08 Apr, 2025 11:25:40 AM	02 Apr, 2025 06:21:37 PM	0:02:44		Internal
621942560627			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Apr, 2025 08:01:25 AM	08 Apr, 2025 11:25:40 AM	02 Apr, 2025 06:21:37 PM	0:02:44		Internal
621942560627			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Apr, 2025 08:01:25 AM	08 Apr, 2025 11:25:40 AM	02 Apr, 2025 06:21:37 PM	0:02:44		Internal
621942560627			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Apr, 2025 08:01:25 AM	08 Apr, 2025 11:25:40 AM	02 Apr, 2025 06:21:37 PM	0:02:44		Internal
621942560627			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Apr, 2025 08:01:25 AM	08 Apr, 2025 11:25:40 AM	02 Apr, 2025 06:21:37 PM	0:02:44		Internal
621942560627			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Apr, 2025 08:01:25 AM	08 Apr, 2025 11:25:40 AM	02 Apr, 2025 06:21:37 PM	0:02:44		Internal
621942560627			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Apr, 2025 08:01:25 AM	08 Apr, 2025 11:25:40 AM	02 Apr, 2025 06:21:37 PM	0:02:44		Internal
621942739985			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Apr, 2025 06:01:33 PM	08 Apr, 2025 11:29:08 AM	03 Apr, 2025 05:51:52 PM	0:02:30		Internal
621942739985			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Apr, 2025 06:01:33 PM	08 Apr, 2025 11:29:08 AM	03 Apr, 2025 05:51:52 PM	0:02:30		Internal
621942739985			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Apr, 2025 06:01:33 PM	08 Apr, 2025 11:29:08 AM	03 Apr, 2025 05:51:52 PM	0:02:30		Internal
621942739985			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Apr, 2025 06:01:33 PM	08 Apr, 2025 11:29:08 AM	03 Apr, 2025 05:51:52 PM	0:02:30		Internal
621942739985			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Apr, 2025 06:01:33 PM	08 Apr, 2025 11:29:08 AM	03 Apr, 2025 05:51:52 PM	0:02:30		Internal
621942739985			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Apr, 2025 06:01:33 PM	08 Apr, 2025 11:29:08 AM	03 Apr, 2025 05:51:52 PM	0:02:30		Internal
621942739985			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Apr, 2025 06:01:33 PM	08 Apr, 2025 11:29:08 AM	03 Apr, 2025 05:51:52 PM	0:02:30		Internal
621942739985			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Apr, 2025 06:01:33 PM	08 Apr, 2025 11:29:08 AM	03 Apr, 2025 05:51:52 PM	0:02:30		Internal
621942739985			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Apr, 2025 06:01:33 PM	08 Apr, 2025 11:29:08 AM	03 Apr, 2025 05:51:52 PM	0:02:30		Internal
621942739985			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Apr, 2025 06:01:33 PM	08 Apr, 2025 11:29:08 AM	03 Apr, 2025 05:51:52 PM	0:02:30		Internal
621942739985			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Apr, 2025 06:01:33 PM	08 Apr, 2025 11:29:08 AM	03 Apr, 2025 05:51:52 PM	0:02:30		Internal
621942739985			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Apr, 2025 06:01:33 PM	08 Apr, 2025 11:29:08 AM	03 Apr, 2025 05:51:52 PM	0:02:30		Internal
621942739985			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Apr, 2025 06:01:33 PM	08 Apr, 2025 11:29:08 AM	03 Apr, 2025 05:51:52 PM	0:02:30		Internal
621942739985			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Apr, 2025 06:01:33 PM	08 Apr, 2025 11:29:08 AM	03 Apr, 2025 05:51:52 PM	0:02:30		Internal
621942739985			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Apr, 2025 06:01:33 PM	08 Apr, 2025 11:29:08 AM	03 Apr, 2025 05:51:52 PM	0:02:30		Internal
621942739985			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Apr, 2025 06:01:33 PM	08 Apr, 2025 11:29:08 AM	03 Apr, 2025 05:51:52 PM	0:02:30		Internal
621942739985			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Apr, 2025 06:01:33 PM	08 Apr, 2025 11:29:08 AM	03 Apr, 2025 05:51:52 PM	0:02:30		Internal
621942739985			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Apr, 2025 06:01:33 PM	08 Apr, 2025 11:29:08 AM	03 Apr, 2025 05:51:52 PM	0:02:30		Internal
621942739985			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Apr, 2025 06:01:33 PM	08 Apr, 2025 11:29:08 AM	03 Apr, 2025 05:51:52 PM	0:02:30		Internal
621942739985			CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Apr, 2025 06:01:33 PM	08 Apr, 2025 11:29:08 AM	03 Apr, 2025 05:51:52 PM	0:02:30		Internal
621942739985			CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Apr, 2025 06:01:33 PM	08 Apr, 2025 11:29:08 AM	03 Apr, 2025 05:51:52 PM	0:02:30		Internal
621942739985			CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Apr, 2025 06:01:33 PM	08 Apr, 2025 11:29:08 AM	03 Apr, 2025 05:51:52 PM	0:02:30		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621942739985	[redacted]	[redacted]	CTE_Bus_Billing	[redacted]	Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	[redacted]	04 Apr, 2025 06:01:33 PM	08 Apr, 2025 11:29:08 AM	03 Apr, 2025 05:51:52 PM	0:02:30		Internal
621942739985			CTE_Bus_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Apr, 2025 06:01:33 PM	08 Apr, 2025 11:29:08 AM	03 Apr, 2025 05:51:52 PM	0:02:30		Internal
621942739985			CTE_Bus_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Apr, 2025 06:01:33 PM	08 Apr, 2025 11:29:08 AM	03 Apr, 2025 05:51:52 PM	0:02:30		Internal
621942739985			CTE_Bus_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Apr, 2025 06:01:33 PM	08 Apr, 2025 11:29:08 AM	03 Apr, 2025 05:51:52 PM	0:02:30		Internal
621942478418			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Apr, 2025 02:01:27 AM	08 Apr, 2025 11:34:08 AM	02 Apr, 2025 02:15:08 PM	0:05:27		Internal
621942478418			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Apr, 2025 02:01:27 AM	08 Apr, 2025 11:34:08 AM	02 Apr, 2025 02:15:08 PM	0:05:27		Internal
621942478418			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Apr, 2025 02:01:27 AM	08 Apr, 2025 11:34:08 AM	02 Apr, 2025 02:15:08 PM	0:05:27		Internal
621942478418			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Apr, 2025 02:01:27 AM	08 Apr, 2025 11:34:08 AM	02 Apr, 2025 02:15:08 PM	0:05:27		Internal
621942478418			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Apr, 2025 02:01:27 AM	08 Apr, 2025 11:34:08 AM	02 Apr, 2025 02:15:08 PM	0:05:27		Internal
621942478418			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Apr, 2025 02:01:27 AM	08 Apr, 2025 11:34:08 AM	02 Apr, 2025 02:15:08 PM	0:05:27		Internal
621942478418			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Apr, 2025 02:01:27 AM	08 Apr, 2025 11:34:08 AM	02 Apr, 2025 02:15:08 PM	0:05:27		Internal
621942478418			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Apr, 2025 02:01:27 AM	08 Apr, 2025 11:34:08 AM	02 Apr, 2025 02:15:08 PM	0:05:27		Internal
621942478418			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Apr, 2025 02:01:27 AM	08 Apr, 2025 11:34:08 AM	02 Apr, 2025 02:15:08 PM	0:05:27		Internal
621942478418			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Apr, 2025 02:01:27 AM	08 Apr, 2025 11:34:08 AM	02 Apr, 2025 02:15:08 PM	0:05:27		Internal
621942478418			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Apr, 2025 02:01:27 AM	08 Apr, 2025 11:34:08 AM	02 Apr, 2025 02:15:08 PM	0:05:27		Internal
621942478418			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Apr, 2025 02:01:27 AM	08 Apr, 2025 11:34:08 AM	02 Apr, 2025 02:15:08 PM	0:05:27		Internal
621942478418			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Apr, 2025 02:01:27 AM	08 Apr, 2025 11:34:08 AM	02 Apr, 2025 02:15:08 PM	0:05:27		Internal
621942478418			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Apr, 2025 02:01:27 AM	08 Apr, 2025 11:34:08 AM	02 Apr, 2025 02:15:08 PM	0:05:27		Internal
621942478418			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Apr, 2025 02:01:27 AM	08 Apr, 2025 11:34:08 AM	02 Apr, 2025 02:15:08 PM	0:05:27		Internal
621942478418			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Apr, 2025 02:01:27 AM	08 Apr, 2025 11:34:08 AM	02 Apr, 2025 02:15:08 PM	0:05:27		Internal
621942478418			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Apr, 2025 02:01:27 AM	08 Apr, 2025 11:34:08 AM	02 Apr, 2025 02:15:08 PM	0:05:27		Internal
621942478418			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Apr, 2025 02:01:27 AM	08 Apr, 2025 11:34:08 AM	02 Apr, 2025 02:15:08 PM	0:05:27		Internal
621942478418			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Apr, 2025 02:01:27 AM	08 Apr, 2025 11:34:08 AM	02 Apr, 2025 02:15:08 PM	0:05:27		Internal
621942478418			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Apr, 2025 02:01:27 AM	08 Apr, 2025 11:34:08 AM	02 Apr, 2025 02:15:08 PM	0:05:27		Internal
621942478418			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Apr, 2025 02:01:27 AM	08 Apr, 2025 11:34:08 AM	02 Apr, 2025 02:15:08 PM	0:05:27		Internal
621942478418			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Apr, 2025 02:01:27 AM	08 Apr, 2025 11:34:08 AM	02 Apr, 2025 02:15:08 PM	0:05:27		Internal
621942478418			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		04 Apr, 2025 02:01:27 AM	08 Apr, 2025 11:34:08 AM	02 Apr, 2025 02:15:08 PM	0:05:27		Internal
621942478418			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Apr, 2025 02:01:27 AM	08 Apr, 2025 11:34:08 AM	02 Apr, 2025 02:15:08 PM	0:05:27		Internal
621942478418			CTE_Res_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Apr, 2025 02:01:27 AM	08 Apr, 2025 11:34:08 AM	02 Apr, 2025 02:15:08 PM	0:05:27		Internal
621942478418			CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Apr, 2025 02:01:27 AM	08 Apr, 2025 11:34:08 AM	02 Apr, 2025 02:15:08 PM	0:05:27		Internal
621943063154			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Apr, 2025 12:30:44 PM	08 Apr, 2025 11:39:05 AM	07 Apr, 2025 12:07:33 PM	0:02:11		Internal
621943063154			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Apr, 2025 12:30:44 PM	08 Apr, 2025 11:39:05 AM	07 Apr, 2025 12:07:33 PM	0:02:11		Internal
621943063154			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Apr, 2025 12:30:44 PM	08 Apr, 2025 11:39:05 AM	07 Apr, 2025 12:07:33 PM	0:02:11		Internal
621943063154			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Apr, 2025 12:30:44 PM	08 Apr, 2025 11:39:05 AM	07 Apr, 2025 12:07:33 PM	0:02:11		Internal
621943063154			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Apr, 2025 12:30:44 PM	08 Apr, 2025 11:39:05 AM	07 Apr, 2025 12:07:33 PM	0:02:11		Internal
621943063154			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Apr, 2025 12:30:44 PM	08 Apr, 2025 11:39:05 AM	07 Apr, 2025 12:07:33 PM	0:02:11		Internal
621943063154			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Apr, 2025 12:30:44 PM	08 Apr, 2025 11:39:05 AM	07 Apr, 2025 12:07:33 PM	0:02:11		Internal
621943063154			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Apr, 2025 12:30:44 PM	08 Apr, 2025 11:39:05 AM	07 Apr, 2025 12:07:33 PM	0:02:11		Internal
621943063154			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Apr, 2025 12:30:44 PM	08 Apr, 2025 11:39:05 AM	07 Apr, 2025 12:07:33 PM	0:02:11		Internal
621943063154			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Apr, 2025 12:30:44 PM	08 Apr, 2025 11:39:05 AM	07 Apr, 2025 12:07:33 PM	0:02:11		Internal
621943063154			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Apr, 2025 12:30:44 PM	08 Apr, 2025 11:39:05 AM	07 Apr, 2025 12:07:33 PM	0:02:11		Internal
621943063154			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Apr, 2025 12:30:44 PM	08 Apr, 2025 11:39:05 AM	07 Apr, 2025 12:07:33 PM	0:02:11		Internal
621943063154			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Apr, 2025 12:30:44 PM	08 Apr, 2025 11:39:05 AM	07 Apr, 2025 12:07:33 PM	0:02:11		Internal
621943063154			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Apr, 2025 12:30:44 PM	08 Apr, 2025 11:39:05 AM	07 Apr, 2025 12:07:33 PM	0:02:11		Internal
621943063154			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Apr, 2025 12:30:44 PM	08 Apr, 2025 11:39:05 AM	07 Apr, 2025 12:07:33 PM	0:02:11		Internal
621943063154			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Apr, 2025 12:30:44 PM	08 Apr, 2025 11:39:05 AM	07 Apr, 2025 12:07:33 PM	0:02:11		Internal
621943063154			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Apr, 2025 12:30:44 PM	08 Apr, 2025 11:39:05 AM	07 Apr, 2025 12:07:33 PM	0:02:11		Internal
621943063154			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Apr, 2025 12:30:44 PM	08 Apr, 2025 11:39:05 AM	07 Apr, 2025 12:07:33 PM	0:02:11		Internal
621943063154			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Apr, 2025 12:30:44 PM	08 Apr, 2025 11:39:05 AM	07 Apr, 2025 12:07:33 PM	0:02:11		Internal
621943063154			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Apr, 2025 12:30:44 PM	08 Apr, 2025 11:39:05 AM	07 Apr, 2025 12:07:33 PM	0:02:11		Internal
621943063154			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Apr, 2025 12:30:44 PM	08 Apr, 2025 11:39:05 AM	07 Apr, 2025 12:07:33 PM	0:02:11		Internal
621943063154			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Apr, 2025 12:30:44 PM	08 Apr, 2025 11:39:05 AM	07 Apr, 2025 12:07:33 PM	0:02:11		Internal
621943063154			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		07 Apr, 2025 12:30:44 PM	08 Apr, 2025 11:39:05 AM	07 Apr, 2025 12:07:33 PM	0:02:11		Internal
621943063154			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Apr, 2025 12:30:44 PM	08 Apr, 2025 11:39:05 AM	07 Apr, 2025 12:07:33 PM	0:02:11		Internal
621943063154			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Apr, 2025 12:30:44 PM	08 Apr, 2025 11:39:05 AM	07 Apr, 2025 12:07:33 PM	0:02:11		Internal
621943063154			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Apr, 2025 12:30:44 PM	08 Apr, 2025 11:39:05 AM	07 Apr, 2025 12:07:33 PM	0:02:11		Internal
621943061942			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Apr, 2025 12:30:45 PM	08 Apr, 2025 11:44:19 AM	07 Apr, 2025 11:51:46 AM	0:04:25		Internal
621943061942			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Apr, 2025 12:30:45 PM	08 Apr, 2025 11:44:19 AM	07 Apr, 2025 11:51:46 AM	0:04:25		Internal
621943061942			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Apr, 2025 12:30:45 PM	08 Apr, 2025 11:44:19 AM	07 Apr, 2025 11:51:46 AM	0:04:25		Internal
621943061942			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Apr, 2025 12:30:45 PM	08 Apr, 2025 11:44:19 AM	07 Apr, 2025 11:51:46 AM	0:04:25		Internal
621943061942			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Apr, 2025 12:30:45 PM	08 Apr, 2025 11:44:19 AM	07 Apr, 2025 11:51:46 AM	0:04:25		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621943061942	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	[redacted]	07 Apr, 2025 12:30:45 PM	08 Apr, 2025 11:44:19 AM	07 Apr, 2025 11:51:46 AM	0:04:25		Internal
621943061942			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Apr, 2025 12:30:45 PM	08 Apr, 2025 11:44:19 AM	07 Apr, 2025 11:51:46 AM	0:04:25		Internal
621943061942			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Apr, 2025 12:30:45 PM	08 Apr, 2025 11:44:19 AM	07 Apr, 2025 11:51:46 AM	0:04:25		Internal
621943061942			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Apr, 2025 12:30:45 PM	08 Apr, 2025 11:44:19 AM	07 Apr, 2025 11:51:46 AM	0:04:25		Internal
621943061942			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Apr, 2025 12:30:45 PM	08 Apr, 2025 11:44:19 AM	07 Apr, 2025 11:51:46 AM	0:04:25		Internal
621943061942			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Apr, 2025 12:30:45 PM	08 Apr, 2025 11:44:19 AM	07 Apr, 2025 11:51:46 AM	0:04:25		Internal
621943061942			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Apr, 2025 12:30:45 PM	08 Apr, 2025 11:44:19 AM	07 Apr, 2025 11:51:46 AM	0:04:25		Internal
621943061942			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Apr, 2025 12:30:45 PM	08 Apr, 2025 11:44:19 AM	07 Apr, 2025 11:51:46 AM	0:04:25		Internal
621943061942			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Apr, 2025 12:30:45 PM	08 Apr, 2025 11:44:19 AM	07 Apr, 2025 11:51:46 AM	0:04:25		Internal
621943061942			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Apr, 2025 12:30:45 PM	08 Apr, 2025 11:44:19 AM	07 Apr, 2025 11:51:46 AM	0:04:25		Internal
621943061942			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Apr, 2025 12:30:45 PM	08 Apr, 2025 11:44:19 AM	07 Apr, 2025 11:51:46 AM	0:04:25		Internal
621943061942			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Apr, 2025 12:30:45 PM	08 Apr, 2025 11:44:19 AM	07 Apr, 2025 11:51:46 AM	0:04:25		Internal
621943061942			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Apr, 2025 12:30:45 PM	08 Apr, 2025 11:44:19 AM	07 Apr, 2025 11:51:46 AM	0:04:25		Internal
621943061942			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Apr, 2025 12:30:45 PM	08 Apr, 2025 11:44:19 AM	07 Apr, 2025 11:51:46 AM	0:04:25		Internal
621943061942			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Apr, 2025 12:30:45 PM	08 Apr, 2025 11:44:19 AM	07 Apr, 2025 11:51:46 AM	0:04:25		Internal
621943061942			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Apr, 2025 12:30:45 PM	08 Apr, 2025 11:44:19 AM	07 Apr, 2025 11:51:46 AM	0:04:25		Internal
621943061942			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Apr, 2025 12:30:45 PM	08 Apr, 2025 11:44:19 AM	07 Apr, 2025 11:51:46 AM	0:04:25		Internal
621943061942			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		07 Apr, 2025 12:30:45 PM	08 Apr, 2025 11:44:19 AM	07 Apr, 2025 11:51:46 AM	0:04:25		Internal
621943061942			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Apr, 2025 12:30:45 PM	08 Apr, 2025 11:44:19 AM	07 Apr, 2025 11:51:46 AM	0:04:25		Internal
621943061942			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Apr, 2025 12:30:45 PM	08 Apr, 2025 11:44:19 AM	07 Apr, 2025 11:51:46 AM	0:04:25		Internal
621943061942			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Apr, 2025 12:30:45 PM	08 Apr, 2025 11:44:19 AM	07 Apr, 2025 11:51:46 AM	0:04:25		Internal
621943128038			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Apr, 2025 08:30:57 PM	08 Apr, 2025 11:59:09 AM	07 Apr, 2025 03:51:36 PM	0:06:41		Internal
621943128038			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Apr, 2025 08:30:57 PM	08 Apr, 2025 11:59:09 AM	07 Apr, 2025 03:51:36 PM	0:06:41		Internal
621943128038			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Apr, 2025 08:30:57 PM	08 Apr, 2025 11:59:09 AM	07 Apr, 2025 03:51:36 PM	0:06:41		Internal
621943128038			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Apr, 2025 08:30:57 PM	08 Apr, 2025 11:59:09 AM	07 Apr, 2025 03:51:36 PM	0:06:41		Internal
621943128038			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Apr, 2025 08:30:57 PM	08 Apr, 2025 11:59:09 AM	07 Apr, 2025 03:51:36 PM	0:06:41		Internal
621943128038			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Apr, 2025 08:30:57 PM	08 Apr, 2025 11:59:09 AM	07 Apr, 2025 03:51:36 PM	0:06:41		Internal
621943128038			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Apr, 2025 08:30:57 PM	08 Apr, 2025 11:59:09 AM	07 Apr, 2025 03:51:36 PM	0:06:41		Internal
621943128038			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Apr, 2025 08:30:57 PM	08 Apr, 2025 11:59:09 AM	07 Apr, 2025 03:51:36 PM	0:06:41		Internal
621943128038			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Apr, 2025 08:30:57 PM	08 Apr, 2025 11:59:09 AM	07 Apr, 2025 03:51:36 PM	0:06:41		Internal
621943128038			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Apr, 2025 08:30:57 PM	08 Apr, 2025 11:59:09 AM	07 Apr, 2025 03:51:36 PM	0:06:41		Internal
621943128038			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Apr, 2025 08:30:57 PM	08 Apr, 2025 11:59:09 AM	07 Apr, 2025 03:51:36 PM	0:06:41		Internal
621943128038			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Apr, 2025 08:30:57 PM	08 Apr, 2025 11:59:09 AM	07 Apr, 2025 03:51:36 PM	0:06:41		Internal
621943128038			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Apr, 2025 08:30:57 PM	08 Apr, 2025 11:59:09 AM	07 Apr, 2025 03:51:36 PM	0:06:41		Internal
621943128038			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Apr, 2025 08:30:57 PM	08 Apr, 2025 11:59:09 AM	07 Apr, 2025 03:51:36 PM	0:06:41		Internal
621943128038			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Apr, 2025 08:30:57 PM	08 Apr, 2025 11:59:09 AM	07 Apr, 2025 03:51:36 PM	0:06:41		Internal
621943128038			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Apr, 2025 08:30:57 PM	08 Apr, 2025 11:59:09 AM	07 Apr, 2025 03:51:36 PM	0:06:41		Internal
621943128038			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Apr, 2025 08:30:57 PM	08 Apr, 2025 11:59:09 AM	07 Apr, 2025 03:51:36 PM	0:06:41		Internal
621943128038			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Apr, 2025 08:30:57 PM	08 Apr, 2025 11:59:09 AM	07 Apr, 2025 03:51:36 PM	0:06:41		Internal
621943128038			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Apr, 2025 08:30:57 PM	08 Apr, 2025 11:59:09 AM	07 Apr, 2025 03:51:36 PM	0:06:41		Internal
621943128038			CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Apr, 2025 08:30:57 PM	08 Apr, 2025 11:59:09 AM	07 Apr, 2025 03:51:36 PM	0:06:41		Internal
621943128038			CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Apr, 2025 08:30:57 PM	08 Apr, 2025 11:59:09 AM	07 Apr, 2025 03:51:36 PM	0:06:41		Internal
621943128038			CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Apr, 2025 08:30:57 PM	08 Apr, 2025 11:59:09 AM	07 Apr, 2025 03:51:36 PM	0:06:41		Internal
621943128038			CTE_Bus_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		07 Apr, 2025 08:30:57 PM	08 Apr, 2025 11:59:09 AM	07 Apr, 2025 03:51:36 PM	0:06:41		Internal
621943128038			CTE_Bus_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Apr, 2025 08:30:57 PM	08 Apr, 2025 11:59:09 AM	07 Apr, 2025 03:51:36 PM	0:06:41		Internal
621943128038			CTE_Bus_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Apr, 2025 08:30:57 PM	08 Apr, 2025 11:59:09 AM	07 Apr, 2025 03:51:36 PM	0:06:41		Internal
621943128038			CTE_Bus_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Apr, 2025 08:30:57 PM	08 Apr, 2025 11:59:09 AM	07 Apr, 2025 03:51:36 PM	0:06:41		Internal
621943231863			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Apr, 2025 03:00:35 AM	08 Apr, 2025 12:04:22 PM	07 Apr, 2025 08:50:56 PM	0:03:15		Internal
621943231863			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Apr, 2025 03:00:35 AM	08 Apr, 2025 12:04:22 PM	07 Apr, 2025 08:50:56 PM	0:03:15		Internal
621943231863			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Apr, 2025 03:00:35 AM	08 Apr, 2025 12:04:22 PM	07 Apr, 2025 08:50:56 PM	0:03:15		Internal
621943231863			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Apr, 2025 03:00:35 AM	08 Apr, 2025 12:04:22 PM	07 Apr, 2025 08:50:56 PM	0:03:15		Internal
621943231863			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Apr, 2025 03:00:35 AM	08 Apr, 2025 12:04:22 PM	07 Apr, 2025 08:50:56 PM	0:03:15		Internal
621943231863			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 Apr, 2025 03:00:35 AM	08 Apr, 2025 12:04:22 PM	07 Apr, 2025 08:50:56 PM	0:03:15		Internal
621943231863			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 Apr, 2025 03:00:35 AM	08 Apr, 2025 12:04:22 PM	07 Apr, 2025 08:50:56 PM	0:03:15		Internal
621943231863			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Apr, 2025 03:00:35 AM	08 Apr, 2025 12:04:22 PM	07 Apr, 2025 08:50:56 PM	0:03:15		Internal
621943231863			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Apr, 2025 03:00:35 AM	08 Apr, 2025 12:04:22 PM	07 Apr, 2025 08:50:56 PM	0:03:15		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621943231863	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	[redacted]	08 Apr, 2025 03:00:35 AM	08 Apr, 2025 12:04:22 PM	07 Apr, 2025 08:50:56 PM	0:03:15		Internal
621943231863			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 Apr, 2025 03:00:35 AM	08 Apr, 2025 12:04:22 PM	07 Apr, 2025 08:50:56 PM	0:03:15		Internal
621943231863			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Apr, 2025 03:00:35 AM	08 Apr, 2025 12:04:22 PM	07 Apr, 2025 08:50:56 PM	0:03:15		Internal
621943231863			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Apr, 2025 03:00:35 AM	08 Apr, 2025 12:04:22 PM	07 Apr, 2025 08:50:56 PM	0:03:15		Internal
621943231863			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		08 Apr, 2025 03:00:35 AM	08 Apr, 2025 12:04:22 PM	07 Apr, 2025 08:50:56 PM	0:03:15		Internal
621943231863			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 Apr, 2025 03:00:35 AM	08 Apr, 2025 12:04:22 PM	07 Apr, 2025 08:50:56 PM	0:03:15		Internal
621943231863			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Apr, 2025 03:00:35 AM	08 Apr, 2025 12:04:22 PM	07 Apr, 2025 08:50:56 PM	0:03:15		Internal
621943231863			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Apr, 2025 03:00:35 AM	08 Apr, 2025 12:04:22 PM	07 Apr, 2025 08:50:56 PM	0:03:15		Internal
621943231863			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		08 Apr, 2025 03:00:35 AM	08 Apr, 2025 12:04:22 PM	07 Apr, 2025 08:50:56 PM	0:03:15		Internal
621943231863			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 Apr, 2025 03:00:35 AM	08 Apr, 2025 12:04:22 PM	07 Apr, 2025 08:50:56 PM	0:03:15		Internal
621943231863			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 Apr, 2025 03:00:35 AM	08 Apr, 2025 12:04:22 PM	07 Apr, 2025 08:50:56 PM	0:03:15		Internal
621943231863			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 Apr, 2025 03:00:35 AM	08 Apr, 2025 12:04:22 PM	07 Apr, 2025 08:50:56 PM	0:03:15		Internal
621943231863			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 Apr, 2025 03:00:35 AM	08 Apr, 2025 12:04:22 PM	07 Apr, 2025 08:50:56 PM	0:03:15		Internal
621943231863			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		08 Apr, 2025 03:00:35 AM	08 Apr, 2025 12:04:22 PM	07 Apr, 2025 08:50:56 PM	0:03:15		Internal
621943231863			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Apr, 2025 03:00:35 AM	08 Apr, 2025 12:04:22 PM	07 Apr, 2025 08:50:56 PM	0:03:15		Internal
621943231863			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 Apr, 2025 03:00:35 AM	08 Apr, 2025 12:04:22 PM	07 Apr, 2025 08:50:56 PM	0:03:15		Internal
621943231863			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 Apr, 2025 03:00:35 AM	08 Apr, 2025 12:04:22 PM	07 Apr, 2025 08:50:56 PM	0:03:15		Internal
621943249099			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Apr, 2025 07:00:30 AM	08 Apr, 2025 12:09:40 PM	07 Apr, 2025 09:48:46 PM	0:04:50		Internal
621943249099			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Apr, 2025 07:00:30 AM	08 Apr, 2025 12:09:40 PM	07 Apr, 2025 09:48:46 PM	0:04:50		Internal
621943249099			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Apr, 2025 07:00:30 AM	08 Apr, 2025 12:09:40 PM	07 Apr, 2025 09:48:46 PM	0:04:50		Internal
621943249099			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Apr, 2025 07:00:30 AM	08 Apr, 2025 12:09:40 PM	07 Apr, 2025 09:48:46 PM	0:04:50		Internal
621943249099			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Apr, 2025 07:00:30 AM	08 Apr, 2025 12:09:40 PM	07 Apr, 2025 09:48:46 PM	0:04:50		Internal
621943249099			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 Apr, 2025 07:00:30 AM	08 Apr, 2025 12:09:40 PM	07 Apr, 2025 09:48:46 PM	0:04:50		Internal
621943249099			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 Apr, 2025 07:00:30 AM	08 Apr, 2025 12:09:40 PM	07 Apr, 2025 09:48:46 PM	0:04:50		Internal
621943249099			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Apr, 2025 07:00:30 AM	08 Apr, 2025 12:09:40 PM	07 Apr, 2025 09:48:46 PM	0:04:50		Internal
621943249099			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Apr, 2025 07:00:30 AM	08 Apr, 2025 12:09:40 PM	07 Apr, 2025 09:48:46 PM	0:04:50		Internal
621943249099			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 Apr, 2025 07:00:30 AM	08 Apr, 2025 12:09:40 PM	07 Apr, 2025 09:48:46 PM	0:04:50		Internal
621943249099			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 Apr, 2025 07:00:30 AM	08 Apr, 2025 12:09:40 PM	07 Apr, 2025 09:48:46 PM	0:04:50		Internal
621943249099			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Apr, 2025 07:00:30 AM	08 Apr, 2025 12:09:40 PM	07 Apr, 2025 09:48:46 PM	0:04:50		Internal
621943249099			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Apr, 2025 07:00:30 AM	08 Apr, 2025 12:09:40 PM	07 Apr, 2025 09:48:46 PM	0:04:50		Internal
621943249099			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		08 Apr, 2025 07:00:30 AM	08 Apr, 2025 12:09:40 PM	07 Apr, 2025 09:48:46 PM	0:04:50		Internal
621943249099			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 Apr, 2025 07:00:30 AM	08 Apr, 2025 12:09:40 PM	07 Apr, 2025 09:48:46 PM	0:04:50		Internal
621943249099			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Apr, 2025 07:00:30 AM	08 Apr, 2025 12:09:40 PM	07 Apr, 2025 09:48:46 PM	0:04:50		Internal
621943249099			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Apr, 2025 07:00:30 AM	08 Apr, 2025 12:09:40 PM	07 Apr, 2025 09:48:46 PM	0:04:50		Internal
621943249099			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		08 Apr, 2025 07:00:30 AM	08 Apr, 2025 12:09:40 PM	07 Apr, 2025 09:48:46 PM	0:04:50		Internal
621943249099			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 Apr, 2025 07:00:30 AM	08 Apr, 2025 12:09:40 PM	07 Apr, 2025 09:48:46 PM	0:04:50		Internal
621943249099			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 Apr, 2025 07:00:30 AM	08 Apr, 2025 12:09:40 PM	07 Apr, 2025 09:48:46 PM	0:04:50		Internal
621943249099			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 Apr, 2025 07:00:30 AM	08 Apr, 2025 12:09:40 PM	07 Apr, 2025 09:48:46 PM	0:04:50		Internal
621943249099			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 Apr, 2025 07:00:30 AM	08 Apr, 2025 12:09:40 PM	07 Apr, 2025 09:48:46 PM	0:04:50		Internal
621943249099			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		08 Apr, 2025 07:00:30 AM	08 Apr, 2025 12:09:40 PM	07 Apr, 2025 09:48:46 PM	0:04:50		Internal
621943249099			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Apr, 2025 07:00:30 AM	08 Apr, 2025 12:09:40 PM	07 Apr, 2025 09:48:46 PM	0:04:50		Internal
621943249099			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 Apr, 2025 07:00:30 AM	08 Apr, 2025 12:09:40 PM	07 Apr, 2025 09:48:46 PM	0:04:50		Internal
621943249099			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 Apr, 2025 07:00:30 AM	08 Apr, 2025 12:09:40 PM	07 Apr, 2025 09:48:46 PM	0:04:50		Internal
621942112426			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Apr, 2025 02:31:54 AM	08 Apr, 2025 12:20:42 PM	31 Mar, 2025 04:20:12 PM	0:06:21		Internal
621942112426			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 Apr, 2025 02:31:54 AM	08 Apr, 2025 12:20:42 PM	31 Mar, 2025 04:20:12 PM	0:06:21		Internal
621942112426			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 Apr, 2025 02:31:54 AM	08 Apr, 2025 12:20:42 PM	31 Mar, 2025 04:20:12 PM	0:06:21		Internal
621942112426			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 Apr, 2025 02:31:54 AM	08 Apr, 2025 12:20:42 PM	31 Mar, 2025 04:20:12 PM	0:06:21		Internal
621942112426			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 Apr, 2025 02:31:54 AM	08 Apr, 2025 12:20:42 PM	31 Mar, 2025 04:20:12 PM	0:06:21		Internal
621942112426			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 Apr, 2025 02:31:54 AM	08 Apr, 2025 12:20:42 PM	31 Mar, 2025 04:20:12 PM	0:06:21		Internal
621942112426			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 Apr, 2025 02:31:54 AM	08 Apr, 2025 12:20:42 PM	31 Mar, 2025 04:20:12 PM	0:06:21		Internal
621942112426			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 Apr, 2025 02:31:54 AM	08 Apr, 2025 12:20:42 PM	31 Mar, 2025 04:20:12 PM	0:06:21		Internal
621942112426			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 Apr, 2025 02:31:54 AM	08 Apr, 2025 12:20:42 PM	31 Mar, 2025 04:20:12 PM	0:06:21		Internal
621942112426			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 Apr, 2025 02:31:54 AM	08 Apr, 2025 12:20:42 PM	31 Mar, 2025 04:20:12 PM	0:06:21		Internal
621942112426			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 Apr, 2025 02:31:54 AM	08 Apr, 2025 12:20:42 PM	31 Mar, 2025 04:20:12 PM	0:06:21		Internal
621942112426			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 Apr, 2025 02:31:54 AM	08 Apr, 2025 12:20:42 PM	31 Mar, 2025 04:20:12 PM	0:06:21		Internal
621942112426			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 Apr, 2025 02:31:54 AM	08 Apr, 2025 12:20:42 PM	31 Mar, 2025 04:20:12 PM	0:06:21		Internal
621942112426			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 Apr, 2025 02:31:54 AM	08 Apr, 2025 12:20:42 PM	31 Mar, 2025 04:20:12 PM	0:06:21		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621942112426	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	01 Apr, 2025 02:31:54 AM	08 Apr, 2025 12:20:42 PM	31 Mar, 2025 04:20:12 PM	0:06:21		Internal
621942112426			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 Apr, 2025 02:31:54 AM	08 Apr, 2025 12:20:42 PM	31 Mar, 2025 04:20:12 PM	0:06:21		Internal
621942112426			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 Apr, 2025 02:31:54 AM	08 Apr, 2025 12:20:42 PM	31 Mar, 2025 04:20:12 PM	0:06:21		Internal
621942112426			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 Apr, 2025 02:31:54 AM	08 Apr, 2025 12:20:42 PM	31 Mar, 2025 04:20:12 PM	0:06:21		Internal
621942112426			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 Apr, 2025 02:31:54 AM	08 Apr, 2025 12:20:42 PM	31 Mar, 2025 04:20:12 PM	0:06:21		Internal
621942112426			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 Apr, 2025 02:31:54 AM	08 Apr, 2025 12:20:42 PM	31 Mar, 2025 04:20:12 PM	0:06:21		Internal
621942112426			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 Apr, 2025 02:31:54 AM	08 Apr, 2025 12:20:42 PM	31 Mar, 2025 04:20:12 PM	0:06:21		Internal
621942112426			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 Apr, 2025 02:31:54 AM	08 Apr, 2025 12:20:42 PM	31 Mar, 2025 04:20:12 PM	0:06:21		Internal
621942112426			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		01 Apr, 2025 02:31:54 AM	08 Apr, 2025 12:20:42 PM	31 Mar, 2025 04:20:12 PM	0:06:21		Internal
621942112426			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 Apr, 2025 02:31:54 AM	08 Apr, 2025 12:20:42 PM	31 Mar, 2025 04:20:12 PM	0:06:21		Internal
621942112426			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 Apr, 2025 02:31:54 AM	08 Apr, 2025 12:20:42 PM	31 Mar, 2025 04:20:12 PM	0:06:21		Internal
621942112426			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 Apr, 2025 02:31:54 AM	08 Apr, 2025 12:20:42 PM	31 Mar, 2025 04:20:12 PM	0:06:21		Internal
621943064031			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Apr, 2025 01:20:16 PM	08 Apr, 2025 01:24:53 PM	07 Apr, 2025 12:12:52 PM	0:02:51		Internal
621943064031			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Apr, 2025 01:20:16 PM	08 Apr, 2025 01:24:53 PM	07 Apr, 2025 12:12:52 PM	0:02:51		Internal
621943064031			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Apr, 2025 01:20:16 PM	08 Apr, 2025 01:24:53 PM	07 Apr, 2025 12:12:52 PM	0:02:51		Internal
621943064031			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Apr, 2025 01:20:16 PM	08 Apr, 2025 01:24:53 PM	07 Apr, 2025 12:12:52 PM	0:02:51		Internal
621943064031			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Apr, 2025 01:20:16 PM	08 Apr, 2025 01:24:53 PM	07 Apr, 2025 12:12:52 PM	0:02:51		Internal
621943064031			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 Apr, 2025 01:20:16 PM	08 Apr, 2025 01:24:53 PM	07 Apr, 2025 12:12:52 PM	0:02:51		Internal
621943064031			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 Apr, 2025 01:20:16 PM	08 Apr, 2025 01:24:53 PM	07 Apr, 2025 12:12:52 PM	0:02:51		Internal
621943064031			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Apr, 2025 01:20:16 PM	08 Apr, 2025 01:24:53 PM	07 Apr, 2025 12:12:52 PM	0:02:51		Internal
621943064031			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Apr, 2025 01:20:16 PM	08 Apr, 2025 01:24:53 PM	07 Apr, 2025 12:12:52 PM	0:02:51		Internal
621943064031			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 Apr, 2025 01:20:16 PM	08 Apr, 2025 01:24:53 PM	07 Apr, 2025 12:12:52 PM	0:02:51		Internal
621943064031			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 Apr, 2025 01:20:16 PM	08 Apr, 2025 01:24:53 PM	07 Apr, 2025 12:12:52 PM	0:02:51		Internal
621943064031			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Apr, 2025 01:20:16 PM	08 Apr, 2025 01:24:53 PM	07 Apr, 2025 12:12:52 PM	0:02:51		Internal
621943064031			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Apr, 2025 01:20:16 PM	08 Apr, 2025 01:24:53 PM	07 Apr, 2025 12:12:52 PM	0:02:51		Internal
621943064031			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		08 Apr, 2025 01:20:16 PM	08 Apr, 2025 01:24:53 PM	07 Apr, 2025 12:12:52 PM	0:02:51		Internal
621943064031			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 Apr, 2025 01:20:16 PM	08 Apr, 2025 01:24:53 PM	07 Apr, 2025 12:12:52 PM	0:02:51		Internal
621943064031			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Apr, 2025 01:20:16 PM	08 Apr, 2025 01:24:53 PM	07 Apr, 2025 12:12:52 PM	0:02:51		Internal
621943064031			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Apr, 2025 01:20:16 PM	08 Apr, 2025 01:24:53 PM	07 Apr, 2025 12:12:52 PM	0:02:51		Internal
621943064031			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		08 Apr, 2025 01:20:16 PM	08 Apr, 2025 01:24:53 PM	07 Apr, 2025 12:12:52 PM	0:02:51		Internal
621943064031			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 Apr, 2025 01:20:16 PM	08 Apr, 2025 01:24:53 PM	07 Apr, 2025 12:12:52 PM	0:02:51		Internal
621943064031			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 Apr, 2025 01:20:16 PM	08 Apr, 2025 01:24:53 PM	07 Apr, 2025 12:12:52 PM	0:02:51		Internal
621943064031			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 Apr, 2025 01:20:16 PM	08 Apr, 2025 01:24:53 PM	07 Apr, 2025 12:12:52 PM	0:02:51		Internal
621943064031			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 Apr, 2025 01:20:16 PM	08 Apr, 2025 01:24:53 PM	07 Apr, 2025 12:12:52 PM	0:02:51		Internal
621943064031			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		08 Apr, 2025 01:20:16 PM	08 Apr, 2025 01:24:53 PM	07 Apr, 2025 12:12:52 PM	0:02:51		Internal
621943064031			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Apr, 2025 01:20:16 PM	08 Apr, 2025 01:24:53 PM	07 Apr, 2025 12:12:52 PM	0:02:51		Internal
621943064031			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 Apr, 2025 01:20:16 PM	08 Apr, 2025 01:24:53 PM	07 Apr, 2025 12:12:52 PM	0:02:51		Internal
621943064031			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 Apr, 2025 01:20:16 PM	08 Apr, 2025 01:24:53 PM	07 Apr, 2025 12:12:52 PM	0:02:51		Internal
621943052085			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Apr, 2025 02:27:41 PM	08 Apr, 2025 02:37:14 PM	06 Apr, 2025 11:09:14 PM	0:02:52		Internal
621943052085			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Apr, 2025 02:27:41 PM	08 Apr, 2025 02:37:14 PM	06 Apr, 2025 11:09:14 PM	0:02:52		Internal
621943052085			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Apr, 2025 02:27:41 PM	08 Apr, 2025 02:37:14 PM	06 Apr, 2025 11:09:14 PM	0:02:52		Internal
621943052085			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Apr, 2025 02:27:41 PM	08 Apr, 2025 02:37:14 PM	06 Apr, 2025 11:09:14 PM	0:02:52		Internal
621943052085			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Apr, 2025 02:27:41 PM	08 Apr, 2025 02:37:14 PM	06 Apr, 2025 11:09:14 PM	0:02:52		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621943052085	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	[redacted]	08 Apr, 2025 02:27:41 PM	08 Apr, 2025 02:37:14 PM	06 Apr, 2025 11:09:14 PM	0:02:52		Internal
621943052085			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 Apr, 2025 02:27:41 PM	08 Apr, 2025 02:37:14 PM	06 Apr, 2025 11:09:14 PM	0:02:52		Internal
621943052085			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Apr, 2025 02:27:41 PM	08 Apr, 2025 02:37:14 PM	06 Apr, 2025 11:09:14 PM	0:02:52		Internal
621943052085			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Apr, 2025 02:27:41 PM	08 Apr, 2025 02:37:14 PM	06 Apr, 2025 11:09:14 PM	0:02:52		Internal
621943052085			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 Apr, 2025 02:27:41 PM	08 Apr, 2025 02:37:14 PM	06 Apr, 2025 11:09:14 PM	0:02:52		Internal
621943052085			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 Apr, 2025 02:27:41 PM	08 Apr, 2025 02:37:14 PM	06 Apr, 2025 11:09:14 PM	0:02:52		Internal
621943052085			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Apr, 2025 02:27:41 PM	08 Apr, 2025 02:37:14 PM	06 Apr, 2025 11:09:14 PM	0:02:52		Internal
621943052085			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Apr, 2025 02:27:41 PM	08 Apr, 2025 02:37:14 PM	06 Apr, 2025 11:09:14 PM	0:02:52		Internal
621943052085			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		08 Apr, 2025 02:27:41 PM	08 Apr, 2025 02:37:14 PM	06 Apr, 2025 11:09:14 PM	0:02:52		Internal
621943052085			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 Apr, 2025 02:27:41 PM	08 Apr, 2025 02:37:14 PM	06 Apr, 2025 11:09:14 PM	0:02:52		Internal
621943052085			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Apr, 2025 02:27:41 PM	08 Apr, 2025 02:37:14 PM	06 Apr, 2025 11:09:14 PM	0:02:52		Internal
621943052085			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Apr, 2025 02:27:41 PM	08 Apr, 2025 02:37:14 PM	06 Apr, 2025 11:09:14 PM	0:02:52		Internal
621943052085			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		08 Apr, 2025 02:27:41 PM	08 Apr, 2025 02:37:14 PM	06 Apr, 2025 11:09:14 PM	0:02:52		Internal
621943052085			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 Apr, 2025 02:27:41 PM	08 Apr, 2025 02:37:14 PM	06 Apr, 2025 11:09:14 PM	0:02:52		Internal
621943052085			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 Apr, 2025 02:27:41 PM	08 Apr, 2025 02:37:14 PM	06 Apr, 2025 11:09:14 PM	0:02:52		Internal
621943052085			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 Apr, 2025 02:27:41 PM	08 Apr, 2025 02:37:14 PM	06 Apr, 2025 11:09:14 PM	0:02:52		Internal
621943052085			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 Apr, 2025 02:27:41 PM	08 Apr, 2025 02:37:14 PM	06 Apr, 2025 11:09:14 PM	0:02:52		Internal
621943052085			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		08 Apr, 2025 02:27:41 PM	08 Apr, 2025 02:37:14 PM	06 Apr, 2025 11:09:14 PM	0:02:52		Internal
621943052085			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Apr, 2025 02:27:41 PM	08 Apr, 2025 02:37:14 PM	06 Apr, 2025 11:09:14 PM	0:02:52		Internal
621943052085			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 Apr, 2025 02:27:41 PM	08 Apr, 2025 02:37:14 PM	06 Apr, 2025 11:09:14 PM	0:02:52		Internal
621943052085			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 Apr, 2025 02:27:41 PM	08 Apr, 2025 02:37:14 PM	06 Apr, 2025 11:09:14 PM	0:02:52		Internal
621942421723			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Apr, 2025 02:40:33 PM	08 Apr, 2025 03:17:39 PM	01 Apr, 2025 09:21:08 PM	0:05:52		Internal
621942421723			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Apr, 2025 02:40:33 PM	08 Apr, 2025 03:17:39 PM	01 Apr, 2025 09:21:08 PM	0:05:52		Internal
621942421723			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Apr, 2025 02:40:33 PM	08 Apr, 2025 03:17:39 PM	01 Apr, 2025 09:21:08 PM	0:05:52		Internal
621942421723			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Apr, 2025 02:40:33 PM	08 Apr, 2025 03:17:39 PM	01 Apr, 2025 09:21:08 PM	0:05:52		Internal
621942421723			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Apr, 2025 02:40:33 PM	08 Apr, 2025 03:17:39 PM	01 Apr, 2025 09:21:08 PM	0:05:52		Internal
621942421723			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 Apr, 2025 02:40:33 PM	08 Apr, 2025 03:17:39 PM	01 Apr, 2025 09:21:08 PM	0:05:52		Internal
621942421723			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 Apr, 2025 02:40:33 PM	08 Apr, 2025 03:17:39 PM	01 Apr, 2025 09:21:08 PM	0:05:52		Internal
621942421723			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Apr, 2025 02:40:33 PM	08 Apr, 2025 03:17:39 PM	01 Apr, 2025 09:21:08 PM	0:05:52		Internal
621942421723			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Apr, 2025 02:40:33 PM	08 Apr, 2025 03:17:39 PM	01 Apr, 2025 09:21:08 PM	0:05:52		Internal
621942421723			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 Apr, 2025 02:40:33 PM	08 Apr, 2025 03:17:39 PM	01 Apr, 2025 09:21:08 PM	0:05:52		Internal
621942421723			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 Apr, 2025 02:40:33 PM	08 Apr, 2025 03:17:39 PM	01 Apr, 2025 09:21:08 PM	0:05:52		Internal
621942421723			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Apr, 2025 02:40:33 PM	08 Apr, 2025 03:17:39 PM	01 Apr, 2025 09:21:08 PM	0:05:52		Internal
621942421723			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Apr, 2025 02:40:33 PM	08 Apr, 2025 03:17:39 PM	01 Apr, 2025 09:21:08 PM	0:05:52		Internal
621942421723			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		08 Apr, 2025 02:40:33 PM	08 Apr, 2025 03:17:39 PM	01 Apr, 2025 09:21:08 PM	0:05:52		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621942421723	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	08 Apr, 2025 02:40:33 PM	08 Apr, 2025 03:17:39 PM	01 Apr, 2025 09:21:08 PM	0:05:52		Internal
621942421723			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Apr, 2025 02:40:33 PM	08 Apr, 2025 03:17:39 PM	01 Apr, 2025 09:21:08 PM	0:05:52		Internal
621942421723			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Apr, 2025 02:40:33 PM	08 Apr, 2025 03:17:39 PM	01 Apr, 2025 09:21:08 PM	0:05:52		Internal
621942421723			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		08 Apr, 2025 02:40:33 PM	08 Apr, 2025 03:17:39 PM	01 Apr, 2025 09:21:08 PM	0:05:52		Internal
621942421723			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 Apr, 2025 02:40:33 PM	08 Apr, 2025 03:17:39 PM	01 Apr, 2025 09:21:08 PM	0:05:52		Internal
621942421723			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 Apr, 2025 02:40:33 PM	08 Apr, 2025 03:17:39 PM	01 Apr, 2025 09:21:08 PM	0:05:52		Internal
621942421723			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 Apr, 2025 02:40:33 PM	08 Apr, 2025 03:17:39 PM	01 Apr, 2025 09:21:08 PM	0:05:52		Internal
621942421723			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 Apr, 2025 02:40:33 PM	08 Apr, 2025 03:17:39 PM	01 Apr, 2025 09:21:08 PM	0:05:52		Internal
621942421723			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		08 Apr, 2025 02:40:33 PM	08 Apr, 2025 03:17:39 PM	01 Apr, 2025 09:21:08 PM	0:05:52		Internal
621942421723			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Apr, 2025 02:40:33 PM	08 Apr, 2025 03:17:39 PM	01 Apr, 2025 09:21:08 PM	0:05:52		Internal
621942421723			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 Apr, 2025 02:40:33 PM	08 Apr, 2025 03:17:39 PM	01 Apr, 2025 09:21:08 PM	0:05:52		Internal
621942421723			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 Apr, 2025 02:40:33 PM	08 Apr, 2025 03:17:39 PM	01 Apr, 2025 09:21:08 PM	0:05:52		Internal
621943208360			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Apr, 2025 03:07:50 PM	08 Apr, 2025 03:29:04 PM	07 Apr, 2025 07:42:44 PM	0:02:14		Internal
621943208360			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Apr, 2025 03:07:50 PM	08 Apr, 2025 03:29:04 PM	07 Apr, 2025 07:42:44 PM	0:02:14		Internal
621943208360			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Apr, 2025 03:07:50 PM	08 Apr, 2025 03:29:04 PM	07 Apr, 2025 07:42:44 PM	0:02:14		Internal
621943208360			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Apr, 2025 03:07:50 PM	08 Apr, 2025 03:29:04 PM	07 Apr, 2025 07:42:44 PM	0:02:14		Internal
621943208360			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Apr, 2025 03:07:50 PM	08 Apr, 2025 03:29:04 PM	07 Apr, 2025 07:42:44 PM	0:02:14		Internal
621943208360			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 Apr, 2025 03:07:50 PM	08 Apr, 2025 03:29:04 PM	07 Apr, 2025 07:42:44 PM	0:02:14		Internal
621943208360			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 Apr, 2025 03:07:50 PM	08 Apr, 2025 03:29:04 PM	07 Apr, 2025 07:42:44 PM	0:02:14		Internal
621943208360			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Apr, 2025 03:07:50 PM	08 Apr, 2025 03:29:04 PM	07 Apr, 2025 07:42:44 PM	0:02:14		Internal
621943208360			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Apr, 2025 03:07:50 PM	08 Apr, 2025 03:29:04 PM	07 Apr, 2025 07:42:44 PM	0:02:14		Internal
621943208360			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 Apr, 2025 03:07:50 PM	08 Apr, 2025 03:29:04 PM	07 Apr, 2025 07:42:44 PM	0:02:14		Internal
621943208360			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 Apr, 2025 03:07:50 PM	08 Apr, 2025 03:29:04 PM	07 Apr, 2025 07:42:44 PM	0:02:14		Internal
621943208360			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Apr, 2025 03:07:50 PM	08 Apr, 2025 03:29:04 PM	07 Apr, 2025 07:42:44 PM	0:02:14		Internal
621943208360			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Apr, 2025 03:07:50 PM	08 Apr, 2025 03:29:04 PM	07 Apr, 2025 07:42:44 PM	0:02:14		Internal
621943208360			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		08 Apr, 2025 03:07:50 PM	08 Apr, 2025 03:29:04 PM	07 Apr, 2025 07:42:44 PM	0:02:14		Internal
621943208360			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 Apr, 2025 03:07:50 PM	08 Apr, 2025 03:29:04 PM	07 Apr, 2025 07:42:44 PM	0:02:14		Internal
621943208360			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Apr, 2025 03:07:50 PM	08 Apr, 2025 03:29:04 PM	07 Apr, 2025 07:42:44 PM	0:02:14		Internal
621943208360			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Apr, 2025 03:07:50 PM	08 Apr, 2025 03:29:04 PM	07 Apr, 2025 07:42:44 PM	0:02:14		Internal
621943208360			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		08 Apr, 2025 03:07:50 PM	08 Apr, 2025 03:29:04 PM	07 Apr, 2025 07:42:44 PM	0:02:14		Internal
621943208360			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 Apr, 2025 03:07:50 PM	08 Apr, 2025 03:29:04 PM	07 Apr, 2025 07:42:44 PM	0:02:14		Internal
621943208360			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 Apr, 2025 03:07:50 PM	08 Apr, 2025 03:29:04 PM	07 Apr, 2025 07:42:44 PM	0:02:14		Internal
621943208360			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 Apr, 2025 03:07:50 PM	08 Apr, 2025 03:29:04 PM	07 Apr, 2025 07:42:44 PM	0:02:14		Internal
621943208360			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 Apr, 2025 03:07:50 PM	08 Apr, 2025 03:29:04 PM	07 Apr, 2025 07:42:44 PM	0:02:14		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621943208360	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	[redacted]	08 Apr, 2025 03:07:50 PM	08 Apr, 2025 03:29:04 PM	07 Apr, 2025 07:42:44 PM	0:02:14		Internal
621943208360			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Apr, 2025 03:07:50 PM	08 Apr, 2025 03:29:04 PM	07 Apr, 2025 07:42:44 PM	0:02:14		Internal
621943208360			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 Apr, 2025 03:07:50 PM	08 Apr, 2025 03:29:04 PM	07 Apr, 2025 07:42:44 PM	0:02:14		Internal
621943208360			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 Apr, 2025 03:07:50 PM	08 Apr, 2025 03:29:04 PM	07 Apr, 2025 07:42:44 PM	0:02:14		Internal
621943207522			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Apr, 2025 03:00:39 PM	08 Apr, 2025 03:44:55 PM	07 Apr, 2025 07:43:27 PM	0:02:12		Internal
621943207522			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Apr, 2025 03:00:39 PM	08 Apr, 2025 03:44:55 PM	07 Apr, 2025 07:43:27 PM	0:02:12		Internal
621943207522			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Apr, 2025 03:00:39 PM	08 Apr, 2025 03:44:55 PM	07 Apr, 2025 07:43:27 PM	0:02:12		Internal
621943207522			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Apr, 2025 03:00:39 PM	08 Apr, 2025 03:44:55 PM	07 Apr, 2025 07:43:27 PM	0:02:12		Internal
621943207522			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Apr, 2025 03:00:39 PM	08 Apr, 2025 03:44:55 PM	07 Apr, 2025 07:43:27 PM	0:02:12		Internal
621943207522			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 Apr, 2025 03:00:39 PM	08 Apr, 2025 03:44:55 PM	07 Apr, 2025 07:43:27 PM	0:02:12		Internal
621943207522			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 Apr, 2025 03:00:39 PM	08 Apr, 2025 03:44:55 PM	07 Apr, 2025 07:43:27 PM	0:02:12		Internal
621943207522			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Apr, 2025 03:00:39 PM	08 Apr, 2025 03:44:55 PM	07 Apr, 2025 07:43:27 PM	0:02:12		Internal
621943207522			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Apr, 2025 03:00:39 PM	08 Apr, 2025 03:44:55 PM	07 Apr, 2025 07:43:27 PM	0:02:12		Internal
621943207522			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 Apr, 2025 03:00:39 PM	08 Apr, 2025 03:44:55 PM	07 Apr, 2025 07:43:27 PM	0:02:12		Internal
621943207522			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 Apr, 2025 03:00:39 PM	08 Apr, 2025 03:44:55 PM	07 Apr, 2025 07:43:27 PM	0:02:12		Internal
621943207522			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Apr, 2025 03:00:39 PM	08 Apr, 2025 03:44:55 PM	07 Apr, 2025 07:43:27 PM	0:02:12		Internal
621943207522			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Apr, 2025 03:00:39 PM	08 Apr, 2025 03:44:55 PM	07 Apr, 2025 07:43:27 PM	0:02:12		Internal
621943207522			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		08 Apr, 2025 03:00:39 PM	08 Apr, 2025 03:44:55 PM	07 Apr, 2025 07:43:27 PM	0:02:12		Internal
621943207522			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 Apr, 2025 03:00:39 PM	08 Apr, 2025 03:44:55 PM	07 Apr, 2025 07:43:27 PM	0:02:12		Internal
621943207522			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Apr, 2025 03:00:39 PM	08 Apr, 2025 03:44:55 PM	07 Apr, 2025 07:43:27 PM	0:02:12		Internal
621943207522			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Apr, 2025 03:00:39 PM	08 Apr, 2025 03:44:55 PM	07 Apr, 2025 07:43:27 PM	0:02:12		Internal
621943207522			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		08 Apr, 2025 03:00:39 PM	08 Apr, 2025 03:44:55 PM	07 Apr, 2025 07:43:27 PM	0:02:12		Internal
621943207522			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 Apr, 2025 03:00:39 PM	08 Apr, 2025 03:44:55 PM	07 Apr, 2025 07:43:27 PM	0:02:12		Internal
621943207522			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 Apr, 2025 03:00:39 PM	08 Apr, 2025 03:44:55 PM	07 Apr, 2025 07:43:27 PM	0:02:12		Internal
621943207522			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 Apr, 2025 03:00:39 PM	08 Apr, 2025 03:44:55 PM	07 Apr, 2025 07:43:27 PM	0:02:12		Internal
621943207522			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 Apr, 2025 03:00:39 PM	08 Apr, 2025 03:44:55 PM	07 Apr, 2025 07:43:27 PM	0:02:12		Internal
621943207522			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		08 Apr, 2025 03:00:39 PM	08 Apr, 2025 03:44:55 PM	07 Apr, 2025 07:43:27 PM	0:02:12		Internal
621943207522			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Apr, 2025 03:00:39 PM	08 Apr, 2025 03:44:55 PM	07 Apr, 2025 07:43:27 PM	0:02:12		Internal
621943207522			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 Apr, 2025 03:00:39 PM	08 Apr, 2025 03:44:55 PM	07 Apr, 2025 07:43:27 PM	0:02:12		Internal
621943207522			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 Apr, 2025 03:00:39 PM	08 Apr, 2025 03:44:55 PM	07 Apr, 2025 07:43:27 PM	0:02:12		Internal
621942743650			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Apr, 2025 03:33:31 PM	08 Apr, 2025 04:00:09 PM	03 Apr, 2025 06:05:53 PM	0:07:15		Internal
621942743650			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Apr, 2025 03:33:31 PM	08 Apr, 2025 04:00:09 PM	03 Apr, 2025 06:05:53 PM	0:07:15		Internal
621942743650			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Apr, 2025 03:33:31 PM	08 Apr, 2025 04:00:09 PM	03 Apr, 2025 06:05:53 PM	0:07:15		Internal
621942743650			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Apr, 2025 03:33:31 PM	08 Apr, 2025 04:00:09 PM	03 Apr, 2025 06:05:53 PM	0:07:15		Internal
621942743650			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Apr, 2025 03:33:31 PM	08 Apr, 2025 04:00:09 PM	03 Apr, 2025 06:05:53 PM	0:07:15		Internal
621942743650			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 Apr, 2025 03:33:31 PM	08 Apr, 2025 04:00:09 PM	03 Apr, 2025 06:05:53 PM	0:07:15		Internal
621942743650			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 Apr, 2025 03:33:31 PM	08 Apr, 2025 04:00:09 PM	03 Apr, 2025 06:05:53 PM	0:07:15		Internal
621942743650			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Apr, 2025 03:33:31 PM	08 Apr, 2025 04:00:09 PM	03 Apr, 2025 06:05:53 PM	0:07:15		Internal
621942743650			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Apr, 2025 03:33:31 PM	08 Apr, 2025 04:00:09 PM	03 Apr, 2025 06:05:53 PM	0:07:15		Internal
621942743650			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 Apr, 2025 03:33:31 PM	08 Apr, 2025 04:00:09 PM	03 Apr, 2025 06:05:53 PM	0:07:15		Internal
621942743650			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 Apr, 2025 03:33:31 PM	08 Apr, 2025 04:00:09 PM	03 Apr, 2025 06:05:53 PM	0:07:15		Internal
621942743650			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Apr, 2025 03:33:31 PM	08 Apr, 2025 04:00:09 PM	03 Apr, 2025 06:05:53 PM	0:07:15		Internal
621942743650			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Apr, 2025 03:33:31 PM	08 Apr, 2025 04:00:09 PM	03 Apr, 2025 06:05:53 PM	0:07:15		Internal
621942743650			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		08 Apr, 2025 03:33:31 PM	08 Apr, 2025 04:00:09 PM	03 Apr, 2025 06:05:53 PM	0:07:15		Internal
621942743650			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 Apr, 2025 03:33:31 PM	08 Apr, 2025 04:00:09 PM	03 Apr, 2025 06:05:53 PM	0:07:15		Internal
621942743650			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Apr, 2025 03:33:31 PM	08 Apr, 2025 04:00:09 PM	03 Apr, 2025 06:05:53 PM	0:07:15		Internal
621942743650			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Apr, 2025 03:33:31 PM	08 Apr, 2025 04:00:09 PM	03 Apr, 2025 06:05:53 PM	0:07:15		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621942743650	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	[redacted]	08 Apr, 2025 03:33:31 PM	08 Apr, 2025 04:00:09 PM	03 Apr, 2025 06:05:53 PM	0:07:15		Internal
621942743650			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 Apr, 2025 03:33:31 PM	08 Apr, 2025 04:00:09 PM	03 Apr, 2025 06:05:53 PM	0:07:15		Internal
621942743650			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 Apr, 2025 03:33:31 PM	08 Apr, 2025 04:00:09 PM	03 Apr, 2025 06:05:53 PM	0:07:15		Internal
621942743650			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 Apr, 2025 03:33:31 PM	08 Apr, 2025 04:00:09 PM	03 Apr, 2025 06:05:53 PM	0:07:15		Internal
621942743650			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 Apr, 2025 03:33:31 PM	08 Apr, 2025 04:00:09 PM	03 Apr, 2025 06:05:53 PM	0:07:15		Internal
621942743650			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		08 Apr, 2025 03:33:31 PM	08 Apr, 2025 04:00:09 PM	03 Apr, 2025 06:05:53 PM	0:07:15		Internal
621942743650			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Apr, 2025 03:33:31 PM	08 Apr, 2025 04:00:09 PM	03 Apr, 2025 06:05:53 PM	0:07:15		Internal
621942743650			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 Apr, 2025 03:33:31 PM	08 Apr, 2025 04:00:09 PM	03 Apr, 2025 06:05:53 PM	0:07:15		Internal
621942743650			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 Apr, 2025 03:33:31 PM	08 Apr, 2025 04:00:09 PM	03 Apr, 2025 06:05:53 PM	0:07:15		Internal
621943251038			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Apr, 2025 04:03:46 PM	08 Apr, 2025 04:06:48 PM	07 Apr, 2025 09:56:02 PM	0:02:13		Internal
621943251038			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Apr, 2025 04:03:46 PM	08 Apr, 2025 04:06:48 PM	07 Apr, 2025 09:56:02 PM	0:02:13		Internal
621943251038			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Apr, 2025 04:03:46 PM	08 Apr, 2025 04:06:48 PM	07 Apr, 2025 09:56:02 PM	0:02:13		Internal
621943251038			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Apr, 2025 04:03:46 PM	08 Apr, 2025 04:06:48 PM	07 Apr, 2025 09:56:02 PM	0:02:13		Internal
621943251038			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Apr, 2025 04:03:46 PM	08 Apr, 2025 04:06:48 PM	07 Apr, 2025 09:56:02 PM	0:02:13		Internal
621943251038			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 Apr, 2025 04:03:46 PM	08 Apr, 2025 04:06:48 PM	07 Apr, 2025 09:56:02 PM	0:02:13		Internal
621943251038			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 Apr, 2025 04:03:46 PM	08 Apr, 2025 04:06:48 PM	07 Apr, 2025 09:56:02 PM	0:02:13		Internal
621943251038			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Apr, 2025 04:03:46 PM	08 Apr, 2025 04:06:48 PM	07 Apr, 2025 09:56:02 PM	0:02:13		Internal
621943251038			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Apr, 2025 04:03:46 PM	08 Apr, 2025 04:06:48 PM	07 Apr, 2025 09:56:02 PM	0:02:13		Internal
621943251038			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 Apr, 2025 04:03:46 PM	08 Apr, 2025 04:06:48 PM	07 Apr, 2025 09:56:02 PM	0:02:13		Internal
621943251038			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 Apr, 2025 04:03:46 PM	08 Apr, 2025 04:06:48 PM	07 Apr, 2025 09:56:02 PM	0:02:13		Internal
621943251038			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Apr, 2025 04:03:46 PM	08 Apr, 2025 04:06:48 PM	07 Apr, 2025 09:56:02 PM	0:02:13		Internal
621943251038			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Apr, 2025 04:03:46 PM	08 Apr, 2025 04:06:48 PM	07 Apr, 2025 09:56:02 PM	0:02:13		Internal
621943251038			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		08 Apr, 2025 04:03:46 PM	08 Apr, 2025 04:06:48 PM	07 Apr, 2025 09:56:02 PM	0:02:13		Internal
621943251038			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 Apr, 2025 04:03:46 PM	08 Apr, 2025 04:06:48 PM	07 Apr, 2025 09:56:02 PM	0:02:13		Internal
621943251038			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Apr, 2025 04:03:46 PM	08 Apr, 2025 04:06:48 PM	07 Apr, 2025 09:56:02 PM	0:02:13		Internal
621943251038			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Apr, 2025 04:03:46 PM	08 Apr, 2025 04:06:48 PM	07 Apr, 2025 09:56:02 PM	0:02:13		Internal
621943251038			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		08 Apr, 2025 04:03:46 PM	08 Apr, 2025 04:06:48 PM	07 Apr, 2025 09:56:02 PM	0:02:13		Internal
621943251038			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 Apr, 2025 04:03:46 PM	08 Apr, 2025 04:06:48 PM	07 Apr, 2025 09:56:02 PM	0:02:13		Internal
621943251038			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 Apr, 2025 04:03:46 PM	08 Apr, 2025 04:06:48 PM	07 Apr, 2025 09:56:02 PM	0:02:13		Internal
621943251038			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 Apr, 2025 04:03:46 PM	08 Apr, 2025 04:06:48 PM	07 Apr, 2025 09:56:02 PM	0:02:13		Internal
621943251038			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 Apr, 2025 04:03:46 PM	08 Apr, 2025 04:06:48 PM	07 Apr, 2025 09:56:02 PM	0:02:13		Internal
621943251038			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		08 Apr, 2025 04:03:46 PM	08 Apr, 2025 04:06:48 PM	07 Apr, 2025 09:56:02 PM	0:02:13		Internal
621943251038			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Apr, 2025 04:03:46 PM	08 Apr, 2025 04:06:48 PM	07 Apr, 2025 09:56:02 PM	0:02:13		Internal
621943251038			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 Apr, 2025 04:03:46 PM	08 Apr, 2025 04:06:48 PM	07 Apr, 2025 09:56:02 PM	0:02:13		Internal
621943251038			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 Apr, 2025 04:03:46 PM	08 Apr, 2025 04:06:48 PM	07 Apr, 2025 09:56:02 PM	0:02:13		Internal
621942919995			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Apr, 2025 04:23:05 PM	08 Apr, 2025 04:28:24 PM	04 Apr, 2025 05:29:50 PM	0:02:18		Internal
621942919995			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Apr, 2025 04:23:05 PM	08 Apr, 2025 04:28:24 PM	04 Apr, 2025 05:29:50 PM	0:02:18		Internal
621942919995			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Apr, 2025 04:23:05 PM	08 Apr, 2025 04:28:24 PM	04 Apr, 2025 05:29:50 PM	0:02:18		Internal
621942919995			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Apr, 2025 04:23:05 PM	08 Apr, 2025 04:28:24 PM	04 Apr, 2025 05:29:50 PM	0:02:18		Internal
621942919995			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Apr, 2025 04:23:05 PM	08 Apr, 2025 04:28:24 PM	04 Apr, 2025 05:29:50 PM	0:02:18		Internal
621942919995			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 Apr, 2025 04:23:05 PM	08 Apr, 2025 04:28:24 PM	04 Apr, 2025 05:29:50 PM	0:02:18		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621942919995	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	08 Apr, 2025 04:23:05 PM	08 Apr, 2025 04:28:24 PM	04 Apr, 2025 05:29:50 PM	0:02:18		Internal
621942919995			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Apr, 2025 04:23:05 PM	08 Apr, 2025 04:28:24 PM	04 Apr, 2025 05:29:50 PM	0:02:18		Internal
621942919995			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Apr, 2025 04:23:05 PM	08 Apr, 2025 04:28:24 PM	04 Apr, 2025 05:29:50 PM	0:02:18		Internal
621942919995			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 Apr, 2025 04:23:05 PM	08 Apr, 2025 04:28:24 PM	04 Apr, 2025 05:29:50 PM	0:02:18		Internal
621942919995			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 Apr, 2025 04:23:05 PM	08 Apr, 2025 04:28:24 PM	04 Apr, 2025 05:29:50 PM	0:02:18		Internal
621942919995			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Apr, 2025 04:23:05 PM	08 Apr, 2025 04:28:24 PM	04 Apr, 2025 05:29:50 PM	0:02:18		Internal
621942919995			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Apr, 2025 04:23:05 PM	08 Apr, 2025 04:28:24 PM	04 Apr, 2025 05:29:50 PM	0:02:18		Internal
621942919995			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		08 Apr, 2025 04:23:05 PM	08 Apr, 2025 04:28:24 PM	04 Apr, 2025 05:29:50 PM	0:02:18		Internal
621942919995			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 Apr, 2025 04:23:05 PM	08 Apr, 2025 04:28:24 PM	04 Apr, 2025 05:29:50 PM	0:02:18		Internal
621942919995			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Apr, 2025 04:23:05 PM	08 Apr, 2025 04:28:24 PM	04 Apr, 2025 05:29:50 PM	0:02:18		Internal
621942919995			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Apr, 2025 04:23:05 PM	08 Apr, 2025 04:28:24 PM	04 Apr, 2025 05:29:50 PM	0:02:18		Internal
621942919995			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		08 Apr, 2025 04:23:05 PM	08 Apr, 2025 04:28:24 PM	04 Apr, 2025 05:29:50 PM	0:02:18		Internal
621942919995			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 Apr, 2025 04:23:05 PM	08 Apr, 2025 04:28:24 PM	04 Apr, 2025 05:29:50 PM	0:02:18		Internal
621942919995			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 Apr, 2025 04:23:05 PM	08 Apr, 2025 04:28:24 PM	04 Apr, 2025 05:29:50 PM	0:02:18		Internal
621942919995			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 Apr, 2025 04:23:05 PM	08 Apr, 2025 04:28:24 PM	04 Apr, 2025 05:29:50 PM	0:02:18		Internal
621942919995			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 Apr, 2025 04:23:05 PM	08 Apr, 2025 04:28:24 PM	04 Apr, 2025 05:29:50 PM	0:02:18		Internal
621942919995			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		08 Apr, 2025 04:23:05 PM	08 Apr, 2025 04:28:24 PM	04 Apr, 2025 05:29:50 PM	0:02:18		Internal
621942919995			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Apr, 2025 04:23:05 PM	08 Apr, 2025 04:28:24 PM	04 Apr, 2025 05:29:50 PM	0:02:18		Internal
621942919995			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 Apr, 2025 04:23:05 PM	08 Apr, 2025 04:28:24 PM	04 Apr, 2025 05:29:50 PM	0:02:18		Internal
621942919995			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 Apr, 2025 04:23:05 PM	08 Apr, 2025 04:28:24 PM	04 Apr, 2025 05:29:50 PM	0:02:18		Internal
621942696126			CTE_Bus_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Apr, 2025 05:34:27 PM	08 Apr, 2025 05:40:22 PM	03 Apr, 2025 03:28:44 PM	0:02:42		Internal
621942696126			CTE_Bus_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Apr, 2025 05:34:27 PM	08 Apr, 2025 05:40:22 PM	03 Apr, 2025 03:28:44 PM	0:02:42		Internal
621942696126			CTE_Bus_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Apr, 2025 05:34:27 PM	08 Apr, 2025 05:40:22 PM	03 Apr, 2025 03:28:44 PM	0:02:42		Internal
621942696126			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Apr, 2025 05:34:27 PM	08 Apr, 2025 05:40:22 PM	03 Apr, 2025 03:28:44 PM	0:02:42		Internal
621942696126			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Apr, 2025 05:34:27 PM	08 Apr, 2025 05:40:22 PM	03 Apr, 2025 03:28:44 PM	0:02:42		Internal
621942696126			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 Apr, 2025 05:34:27 PM	08 Apr, 2025 05:40:22 PM	03 Apr, 2025 03:28:44 PM	0:02:42		Internal
621942696126			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 Apr, 2025 05:34:27 PM	08 Apr, 2025 05:40:22 PM	03 Apr, 2025 03:28:44 PM	0:02:42		Internal
621942696126			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Apr, 2025 05:34:27 PM	08 Apr, 2025 05:40:22 PM	03 Apr, 2025 03:28:44 PM	0:02:42		Internal
621942696126			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Apr, 2025 05:34:27 PM	08 Apr, 2025 05:40:22 PM	03 Apr, 2025 03:28:44 PM	0:02:42		Internal
621942696126			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 Apr, 2025 05:34:27 PM	08 Apr, 2025 05:40:22 PM	03 Apr, 2025 03:28:44 PM	0:02:42		Internal
621942696126			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 Apr, 2025 05:34:27 PM	08 Apr, 2025 05:40:22 PM	03 Apr, 2025 03:28:44 PM	0:02:42		Internal
621942696126			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Apr, 2025 05:34:27 PM	08 Apr, 2025 05:40:22 PM	03 Apr, 2025 03:28:44 PM	0:02:42		Internal
621942696126			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Apr, 2025 05:34:27 PM	08 Apr, 2025 05:40:22 PM	03 Apr, 2025 03:28:44 PM	0:02:42		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621942696126	[redacted]	[redacted]	CTE_Bus_Outage	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	08 Apr, 2025 05:34:27 PM	08 Apr, 2025 05:40:22 PM	03 Apr, 2025 03:28:44 PM	0:02:42		Internal
621942696126			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	08 Apr, 2025 05:34:27 PM	08 Apr, 2025 05:40:22 PM	03 Apr, 2025 03:28:44 PM	0:02:42		Internal
621942696126			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	08 Apr, 2025 05:34:27 PM	08 Apr, 2025 05:40:22 PM	03 Apr, 2025 03:28:44 PM	0:02:42		Internal
621942696126			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	08 Apr, 2025 05:34:27 PM	08 Apr, 2025 05:40:22 PM	03 Apr, 2025 03:28:44 PM	0:02:42		Internal
621942696126			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	08 Apr, 2025 05:34:27 PM	08 Apr, 2025 05:40:22 PM	03 Apr, 2025 03:28:44 PM	0:02:42		Internal
621942696126			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	08 Apr, 2025 05:34:27 PM	08 Apr, 2025 05:40:22 PM	03 Apr, 2025 03:28:44 PM	0:02:42		Internal
621942696126			CTE_Bus_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	08 Apr, 2025 05:34:27 PM	08 Apr, 2025 05:40:22 PM	03 Apr, 2025 03:28:44 PM	0:02:42		Internal
621942696126			CTE_Bus_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	08 Apr, 2025 05:34:27 PM	08 Apr, 2025 05:40:22 PM	03 Apr, 2025 03:28:44 PM	0:02:42		Internal
621942696126			CTE_Bus_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	08 Apr, 2025 05:34:27 PM	08 Apr, 2025 05:40:22 PM	03 Apr, 2025 03:28:44 PM	0:02:42		Internal
621942696126			CTE_Bus_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	08 Apr, 2025 05:34:27 PM	08 Apr, 2025 05:40:22 PM	03 Apr, 2025 03:28:44 PM	0:02:42		Internal
621942696126			CTE_Bus_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	08 Apr, 2025 05:34:27 PM	08 Apr, 2025 05:40:22 PM	03 Apr, 2025 03:28:44 PM	0:02:42		Internal
621942696126			CTE_Bus_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	08 Apr, 2025 05:34:27 PM	08 Apr, 2025 05:40:22 PM	03 Apr, 2025 03:28:44 PM	0:02:42		Internal
621942696126			CTE_Bus_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	08 Apr, 2025 05:34:27 PM	08 Apr, 2025 05:40:22 PM	03 Apr, 2025 03:28:44 PM	0:02:42		Internal
621943227622			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	08 Apr, 2025 03:00:32 AM	08 Apr, 2025 05:48:30 PM	07 Apr, 2025 08:38:03 PM	0:06:36		Internal
621943227622			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	08 Apr, 2025 03:00:32 AM	08 Apr, 2025 05:48:30 PM	07 Apr, 2025 08:38:03 PM	0:06:36		Internal
621943227622			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	08 Apr, 2025 03:00:32 AM	08 Apr, 2025 05:48:30 PM	07 Apr, 2025 08:38:03 PM	0:06:36		Internal
621943227622			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	08 Apr, 2025 03:00:32 AM	08 Apr, 2025 05:48:30 PM	07 Apr, 2025 08:38:03 PM	0:06:36		Internal
621943227622			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	08 Apr, 2025 03:00:32 AM	08 Apr, 2025 05:48:30 PM	07 Apr, 2025 08:38:03 PM	0:06:36		Internal
621943227622			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	08 Apr, 2025 03:00:32 AM	08 Apr, 2025 05:48:30 PM	07 Apr, 2025 08:38:03 PM	0:06:36		Internal
621943227622			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	08 Apr, 2025 03:00:32 AM	08 Apr, 2025 05:48:30 PM	07 Apr, 2025 08:38:03 PM	0:06:36		Internal
621943227622			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	08 Apr, 2025 03:00:32 AM	08 Apr, 2025 05:48:30 PM	07 Apr, 2025 08:38:03 PM	0:06:36		Internal
621943227622			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	08 Apr, 2025 03:00:32 AM	08 Apr, 2025 05:48:30 PM	07 Apr, 2025 08:38:03 PM	0:06:36		Internal
621943227622			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	08 Apr, 2025 03:00:32 AM	08 Apr, 2025 05:48:30 PM	07 Apr, 2025 08:38:03 PM	0:06:36		Internal
621943227622			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	08 Apr, 2025 03:00:32 AM	08 Apr, 2025 05:48:30 PM	07 Apr, 2025 08:38:03 PM	0:06:36		Internal
621943227622			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	08 Apr, 2025 03:00:32 AM	08 Apr, 2025 05:48:30 PM	07 Apr, 2025 08:38:03 PM	0:06:36		Internal
621943227622			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	08 Apr, 2025 03:00:32 AM	08 Apr, 2025 05:48:30 PM	07 Apr, 2025 08:38:03 PM	0:06:36		Internal
621943227622			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	08 Apr, 2025 03:00:32 AM	08 Apr, 2025 05:48:30 PM	07 Apr, 2025 08:38:03 PM	0:06:36		Internal
621943227622			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	08 Apr, 2025 03:00:32 AM	08 Apr, 2025 05:48:30 PM	07 Apr, 2025 08:38:03 PM	0:06:36		Internal
621943227622			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	08 Apr, 2025 03:00:32 AM	08 Apr, 2025 05:48:30 PM	07 Apr, 2025 08:38:03 PM	0:06:36		Internal
621943227622			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	08 Apr, 2025 03:00:32 AM	08 Apr, 2025 05:48:30 PM	07 Apr, 2025 08:38:03 PM	0:06:36		Internal
621943227622			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	08 Apr, 2025 03:00:32 AM	08 Apr, 2025 05:48:30 PM	07 Apr, 2025 08:38:03 PM	0:06:36		Internal
621943227622			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	08 Apr, 2025 03:00:32 AM	08 Apr, 2025 05:48:30 PM	07 Apr, 2025 08:38:03 PM	0:06:36		Internal
621943227622			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	08 Apr, 2025 03:00:32 AM	08 Apr, 2025 05:48:30 PM	07 Apr, 2025 08:38:03 PM	0:06:36		Internal
621943227622			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	08 Apr, 2025 03:00:32 AM	08 Apr, 2025 05:48:30 PM	07 Apr, 2025 08:38:03 PM	0:06:36		Internal
621943227622			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	08 Apr, 2025 03:00:32 AM	08 Apr, 2025 05:48:30 PM	07 Apr, 2025 08:38:03 PM	0:06:36		Internal
621943227622			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	08 Apr, 2025 03:00:32 AM	08 Apr, 2025 05:48:30 PM	07 Apr, 2025 08:38:03 PM	0:06:36		Internal
621943227622			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	08 Apr, 2025 03:00:32 AM	08 Apr, 2025 05:48:30 PM	07 Apr, 2025 08:38:03 PM	0:06:36		Internal
621943227622			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	08 Apr, 2025 03:00:32 AM	08 Apr, 2025 05:48:30 PM	07 Apr, 2025 08:38:03 PM	0:06:36		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621943227622	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	[redacted]	08 Apr, 2025 03:00:32 AM	08 Apr, 2025 05:48:30 PM	07 Apr, 2025 08:38:03 PM	0:06:36		Internal
597058628788			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Mar, 2025 10:31:25 AM	08 Apr, 2025 07:03:43 PM	19 Mar, 2025 05:39:47 PM	0:09:39		Internal
597058628788			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Mar, 2025 10:31:25 AM	08 Apr, 2025 07:03:43 PM	19 Mar, 2025 05:39:47 PM	0:09:39		Internal
597058628788			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Mar, 2025 10:31:25 AM	08 Apr, 2025 07:03:43 PM	19 Mar, 2025 05:39:47 PM	0:09:39		Internal
597058628788			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Mar, 2025 10:31:25 AM	08 Apr, 2025 07:03:43 PM	19 Mar, 2025 05:39:47 PM	0:09:39		Internal
597058628788			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Mar, 2025 10:31:25 AM	08 Apr, 2025 07:03:43 PM	19 Mar, 2025 05:39:47 PM	0:09:39		Internal
597058628788			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		20 Mar, 2025 10:31:25 AM	08 Apr, 2025 07:03:43 PM	19 Mar, 2025 05:39:47 PM	0:09:39		Internal
597058628788			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 Mar, 2025 10:31:25 AM	08 Apr, 2025 07:03:43 PM	19 Mar, 2025 05:39:47 PM	0:09:39		Internal
597058628788			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 Mar, 2025 10:31:25 AM	08 Apr, 2025 07:03:43 PM	19 Mar, 2025 05:39:47 PM	0:09:39		Internal
597058628788			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 Mar, 2025 10:31:25 AM	08 Apr, 2025 07:03:43 PM	19 Mar, 2025 05:39:47 PM	0:09:39		Internal
597058628788			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		20 Mar, 2025 10:31:25 AM	08 Apr, 2025 07:03:43 PM	19 Mar, 2025 05:39:47 PM	0:09:39		Internal
597058628788			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		20 Mar, 2025 10:31:25 AM	08 Apr, 2025 07:03:43 PM	19 Mar, 2025 05:39:47 PM	0:09:39		Internal
597058628788			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Mar, 2025 10:31:25 AM	08 Apr, 2025 07:03:43 PM	19 Mar, 2025 05:39:47 PM	0:09:39		Internal
597058628788			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 Mar, 2025 10:31:25 AM	08 Apr, 2025 07:03:43 PM	19 Mar, 2025 05:39:47 PM	0:09:39		Internal
597058628788			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		20 Mar, 2025 10:31:25 AM	08 Apr, 2025 07:03:43 PM	19 Mar, 2025 05:39:47 PM	0:09:39		Internal
597058628788			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		20 Mar, 2025 10:31:25 AM	08 Apr, 2025 07:03:43 PM	19 Mar, 2025 05:39:47 PM	0:09:39		Internal
597058628788			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Mar, 2025 10:31:25 AM	08 Apr, 2025 07:03:43 PM	19 Mar, 2025 05:39:47 PM	0:09:39		Internal
597058628788			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 Mar, 2025 10:31:25 AM	08 Apr, 2025 07:03:43 PM	19 Mar, 2025 05:39:47 PM	0:09:39		Internal
597058628788			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		20 Mar, 2025 10:31:25 AM	08 Apr, 2025 07:03:43 PM	19 Mar, 2025 05:39:47 PM	0:09:39		Internal
597058628788			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		20 Mar, 2025 10:31:25 AM	08 Apr, 2025 07:03:43 PM	19 Mar, 2025 05:39:47 PM	0:09:39		Internal
597058628788			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Mar, 2025 10:31:25 AM	08 Apr, 2025 07:03:43 PM	19 Mar, 2025 05:39:47 PM	0:09:39		Internal
597058628788			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 Mar, 2025 10:31:25 AM	08 Apr, 2025 07:03:43 PM	19 Mar, 2025 05:39:47 PM	0:09:39		Internal
597058628788			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 Mar, 2025 10:31:25 AM	08 Apr, 2025 07:03:43 PM	19 Mar, 2025 05:39:47 PM	0:09:39		Internal
597058628788			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		20 Mar, 2025 10:31:25 AM	08 Apr, 2025 07:03:43 PM	19 Mar, 2025 05:39:47 PM	0:09:39		Internal
597058628788			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above				20 Mar, 2025 10:31:25 AM	08 Apr, 2025 07:03:43 PM	19 Mar, 2025 05:39:47 PM	0:09:39		Internal
597058628788			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Mar, 2025 10:31:25 AM	08 Apr, 2025 07:03:43 PM	19 Mar, 2025 05:39:47 PM	0:09:39		Internal
597058628788			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Mar, 2025 10:31:25 AM	08 Apr, 2025 07:03:43 PM	19 Mar, 2025 05:39:47 PM	0:09:39		Internal
621942964738			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Apr, 2025 11:59:18 AM	08 Apr, 2025 07:20:21 PM	04 Apr, 2025 08:33:31 PM	0:04:39		Internal
621942964738			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Apr, 2025 11:59:18 AM	08 Apr, 2025 07:20:21 PM	04 Apr, 2025 08:33:31 PM	0:04:39		Internal
621942964738			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Apr, 2025 11:59:18 AM	08 Apr, 2025 07:20:21 PM	04 Apr, 2025 08:33:31 PM	0:04:39		Internal
621942964738			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Apr, 2025 11:59:18 AM	08 Apr, 2025 07:20:21 PM	04 Apr, 2025 08:33:31 PM	0:04:39		Internal
621942964738			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Apr, 2025 11:59:18 AM	08 Apr, 2025 07:20:21 PM	04 Apr, 2025 08:33:31 PM	0:04:39		Internal
621942964738			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 Apr, 2025 11:59:18 AM	08 Apr, 2025 07:20:21 PM	04 Apr, 2025 08:33:31 PM	0:04:39		Internal
621942964738			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 Apr, 2025 11:59:18 AM	08 Apr, 2025 07:20:21 PM	04 Apr, 2025 08:33:31 PM	0:04:39		Internal
621942964738			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Apr, 2025 11:59:18 AM	08 Apr, 2025 07:20:21 PM	04 Apr, 2025 08:33:31 PM	0:04:39		Internal
621942964738			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Apr, 2025 11:59:18 AM	08 Apr, 2025 07:20:21 PM	04 Apr, 2025 08:33:31 PM	0:04:39		Internal
621942964738			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 Apr, 2025 11:59:18 AM	08 Apr, 2025 07:20:21 PM	04 Apr, 2025 08:33:31 PM	0:04:39		Internal
621942964738			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 Apr, 2025 11:59:18 AM	08 Apr, 2025 07:20:21 PM	04 Apr, 2025 08:33:31 PM	0:04:39		Internal
621942964738			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Apr, 2025 11:59:18 AM	08 Apr, 2025 07:20:21 PM	04 Apr, 2025 08:33:31 PM	0:04:39		Internal
621942964738			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Apr, 2025 11:59:18 AM	08 Apr, 2025 07:20:21 PM	04 Apr, 2025 08:33:31 PM	0:04:39		Internal
621942964738			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		08 Apr, 2025 11:59:18 AM	08 Apr, 2025 07:20:21 PM	04 Apr, 2025 08:33:31 PM	0:04:39		Internal
621942964738			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 Apr, 2025 11:59:18 AM	08 Apr, 2025 07:20:21 PM	04 Apr, 2025 08:33:31 PM	0:04:39		Internal
621942964738			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Apr, 2025 11:59:18 AM	08 Apr, 2025 07:20:21 PM	04 Apr, 2025 08:33:31 PM	0:04:39		Internal
621942964738			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Apr, 2025 11:59:18 AM	08 Apr, 2025 07:20:21 PM	04 Apr, 2025 08:33:31 PM	0:04:39		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621942964738	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	[redacted]	08 Apr, 2025 11:59:18 AM	08 Apr, 2025 07:20:21 PM	04 Apr, 2025 08:33:31 PM	0:04:39		Internal
621942964738			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 Apr, 2025 11:59:18 AM	08 Apr, 2025 07:20:21 PM	04 Apr, 2025 08:33:31 PM	0:04:39		Internal
621942964738			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 Apr, 2025 11:59:18 AM	08 Apr, 2025 07:20:21 PM	04 Apr, 2025 08:33:31 PM	0:04:39		Internal
621942964738			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 Apr, 2025 11:59:18 AM	08 Apr, 2025 07:20:21 PM	04 Apr, 2025 08:33:31 PM	0:04:39		Internal
621942964738			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 Apr, 2025 11:59:18 AM	08 Apr, 2025 07:20:21 PM	04 Apr, 2025 08:33:31 PM	0:04:39		Internal
621942964738			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		08 Apr, 2025 11:59:18 AM	08 Apr, 2025 07:20:21 PM	04 Apr, 2025 08:33:31 PM	0:04:39		Internal
621942964738			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Apr, 2025 11:59:18 AM	08 Apr, 2025 07:20:21 PM	04 Apr, 2025 08:33:31 PM	0:04:39		Internal
621942964738			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 Apr, 2025 11:59:18 AM	08 Apr, 2025 07:20:21 PM	04 Apr, 2025 08:33:31 PM	0:04:39		Internal
621942964738			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 Apr, 2025 11:59:18 AM	08 Apr, 2025 07:20:21 PM	04 Apr, 2025 08:33:31 PM	0:04:39		Internal
621941969247			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Mar, 2025 02:01:41 PM	08 Apr, 2025 07:52:50 PM	29 Mar, 2025 11:23:16 AM	0:05:07		Internal
621941969247			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Mar, 2025 02:01:41 PM	08 Apr, 2025 07:52:50 PM	29 Mar, 2025 11:23:16 AM	0:05:07		Internal
621941969247			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Mar, 2025 02:01:41 PM	08 Apr, 2025 07:52:50 PM	29 Mar, 2025 11:23:16 AM	0:05:07		Internal
621941969247			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Mar, 2025 02:01:41 PM	08 Apr, 2025 07:52:50 PM	29 Mar, 2025 11:23:16 AM	0:05:07		Internal
621941969247			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Mar, 2025 02:01:41 PM	08 Apr, 2025 07:52:50 PM	29 Mar, 2025 11:23:16 AM	0:05:07		Internal
621941969247			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Mar, 2025 02:01:41 PM	08 Apr, 2025 07:52:50 PM	29 Mar, 2025 11:23:16 AM	0:05:07		Internal
621941969247			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Mar, 2025 02:01:41 PM	08 Apr, 2025 07:52:50 PM	29 Mar, 2025 11:23:16 AM	0:05:07		Internal
621941969247			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Mar, 2025 02:01:41 PM	08 Apr, 2025 07:52:50 PM	29 Mar, 2025 11:23:16 AM	0:05:07		Internal
621941969247			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Mar, 2025 02:01:41 PM	08 Apr, 2025 07:52:50 PM	29 Mar, 2025 11:23:16 AM	0:05:07		Internal
621941969247			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 Mar, 2025 02:01:41 PM	08 Apr, 2025 07:52:50 PM	29 Mar, 2025 11:23:16 AM	0:05:07		Internal
621941969247			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Mar, 2025 02:01:41 PM	08 Apr, 2025 07:52:50 PM	29 Mar, 2025 11:23:16 AM	0:05:07		Internal
621941969247			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Mar, 2025 02:01:41 PM	08 Apr, 2025 07:52:50 PM	29 Mar, 2025 11:23:16 AM	0:05:07		Internal
621941969247			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Mar, 2025 02:01:41 PM	08 Apr, 2025 07:52:50 PM	29 Mar, 2025 11:23:16 AM	0:05:07		Internal
621941969247			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 Mar, 2025 02:01:41 PM	08 Apr, 2025 07:52:50 PM	29 Mar, 2025 11:23:16 AM	0:05:07		Internal
621941969247			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Mar, 2025 02:01:41 PM	08 Apr, 2025 07:52:50 PM	29 Mar, 2025 11:23:16 AM	0:05:07		Internal
621941969247			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Mar, 2025 02:01:41 PM	08 Apr, 2025 07:52:50 PM	29 Mar, 2025 11:23:16 AM	0:05:07		Internal
621941969247			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Mar, 2025 02:01:41 PM	08 Apr, 2025 07:52:50 PM	29 Mar, 2025 11:23:16 AM	0:05:07		Internal
621941969247			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 Mar, 2025 02:01:41 PM	08 Apr, 2025 07:52:50 PM	29 Mar, 2025 11:23:16 AM	0:05:07		Internal
621941969247			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Mar, 2025 02:01:41 PM	08 Apr, 2025 07:52:50 PM	29 Mar, 2025 11:23:16 AM	0:05:07		Internal
621941969247			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Mar, 2025 02:01:41 PM	08 Apr, 2025 07:52:50 PM	29 Mar, 2025 11:23:16 AM	0:05:07		Internal
621941969247			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Mar, 2025 02:01:41 PM	08 Apr, 2025 07:52:50 PM	29 Mar, 2025 11:23:16 AM	0:05:07		Internal
621941969247			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Mar, 2025 02:01:41 PM	08 Apr, 2025 07:52:50 PM	29 Mar, 2025 11:23:16 AM	0:05:07		Internal
621941969247			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		29 Mar, 2025 02:01:41 PM	08 Apr, 2025 07:52:50 PM	29 Mar, 2025 11:23:16 AM	0:05:07		Internal
621941969247			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Mar, 2025 02:01:41 PM	08 Apr, 2025 07:52:50 PM	29 Mar, 2025 11:23:16 AM	0:05:07		Internal
621941969247			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Mar, 2025 02:01:41 PM	08 Apr, 2025 07:52:50 PM	29 Mar, 2025 11:23:16 AM	0:05:07		Internal
621941969247			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Mar, 2025 02:01:41 PM	08 Apr, 2025 07:52:50 PM	29 Mar, 2025 11:23:16 AM	0:05:07		Internal
621942639900			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Apr, 2025 12:55:42 PM	08 Apr, 2025 08:31:37 PM	03 Apr, 2025 12:32:46 PM	0:04:40		Internal
621942639900			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Apr, 2025 12:55:42 PM	08 Apr, 2025 08:31:37 PM	03 Apr, 2025 12:32:46 PM	0:04:40		Internal
621942639900			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Apr, 2025 12:55:42 PM	08 Apr, 2025 08:31:37 PM	03 Apr, 2025 12:32:46 PM	0:04:40		Internal
621942639900			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Apr, 2025 12:55:42 PM	08 Apr, 2025 08:31:37 PM	03 Apr, 2025 12:32:46 PM	0:04:40		Internal
621942639900			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Apr, 2025 12:55:42 PM	08 Apr, 2025 08:31:37 PM	03 Apr, 2025 12:32:46 PM	0:04:40		Internal
621942639900			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Apr, 2025 12:55:42 PM	08 Apr, 2025 08:31:37 PM	03 Apr, 2025 12:32:46 PM	0:04:40		Internal
621942639900			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Apr, 2025 12:55:42 PM	08 Apr, 2025 08:31:37 PM	03 Apr, 2025 12:32:46 PM	0:04:40		Internal
621942639900			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Apr, 2025 12:55:42 PM	08 Apr, 2025 08:31:37 PM	03 Apr, 2025 12:32:46 PM	0:04:40		Internal
621942639900			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Apr, 2025 12:55:42 PM	08 Apr, 2025 08:31:37 PM	03 Apr, 2025 12:32:46 PM	0:04:40		Internal
621942639900			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Apr, 2025 12:55:42 PM	08 Apr, 2025 08:31:37 PM	03 Apr, 2025 12:32:46 PM	0:04:40		Internal
621942639900			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Apr, 2025 12:55:42 PM	08 Apr, 2025 08:31:37 PM	03 Apr, 2025 12:32:46 PM	0:04:40		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621942639900	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	[redacted]	03 Apr, 2025 12:55:42 PM	08 Apr, 2025 08:31:37 PM	03 Apr, 2025 12:32:46 PM	0:04:40		Internal
621942639900			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Apr, 2025 12:55:42 PM	08 Apr, 2025 08:31:37 PM	03 Apr, 2025 12:32:46 PM	0:04:40		Internal
621942639900			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Apr, 2025 12:55:42 PM	08 Apr, 2025 08:31:37 PM	03 Apr, 2025 12:32:46 PM	0:04:40		Internal
621942639900			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Apr, 2025 12:55:42 PM	08 Apr, 2025 08:31:37 PM	03 Apr, 2025 12:32:46 PM	0:04:40		Internal
621942639900			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Apr, 2025 12:55:42 PM	08 Apr, 2025 08:31:37 PM	03 Apr, 2025 12:32:46 PM	0:04:40		Internal
621942639900			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Apr, 2025 12:55:42 PM	08 Apr, 2025 08:31:37 PM	03 Apr, 2025 12:32:46 PM	0:04:40		Internal
621942639900			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Apr, 2025 12:55:42 PM	08 Apr, 2025 08:31:37 PM	03 Apr, 2025 12:32:46 PM	0:04:40		Internal
621942639900			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Apr, 2025 12:55:42 PM	08 Apr, 2025 08:31:37 PM	03 Apr, 2025 12:32:46 PM	0:04:40		Internal
621942639900			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Apr, 2025 12:55:42 PM	08 Apr, 2025 08:31:37 PM	03 Apr, 2025 12:32:46 PM	0:04:40		Internal
621942639900			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Apr, 2025 12:55:42 PM	08 Apr, 2025 08:31:37 PM	03 Apr, 2025 12:32:46 PM	0:04:40		Internal
621942639900			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Apr, 2025 12:55:42 PM	08 Apr, 2025 08:31:37 PM	03 Apr, 2025 12:32:46 PM	0:04:40		Internal
621942639900			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Apr, 2025 12:55:42 PM	08 Apr, 2025 08:31:37 PM	03 Apr, 2025 12:32:46 PM	0:04:40		Internal
621942639900			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Apr, 2025 12:55:42 PM	08 Apr, 2025 08:31:37 PM	03 Apr, 2025 12:32:46 PM	0:04:40		Internal
621942639900			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Apr, 2025 12:55:42 PM	08 Apr, 2025 08:31:37 PM	03 Apr, 2025 12:32:46 PM	0:04:40		Internal
621942639900			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Apr, 2025 12:55:42 PM	08 Apr, 2025 08:31:37 PM	03 Apr, 2025 12:32:46 PM	0:04:40		Internal
621943221149			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Apr, 2025 08:30:55 PM	08 Apr, 2025 10:33:43 PM	07 Apr, 2025 08:17:25 PM	0:04:05		Internal
621943221149			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Apr, 2025 08:30:55 PM	08 Apr, 2025 10:33:43 PM	07 Apr, 2025 08:17:25 PM	0:04:05		Internal
621943221149			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Apr, 2025 08:30:55 PM	08 Apr, 2025 10:33:43 PM	07 Apr, 2025 08:17:25 PM	0:04:05		Internal
621943221149			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Apr, 2025 08:30:55 PM	08 Apr, 2025 10:33:43 PM	07 Apr, 2025 08:17:25 PM	0:04:05		Internal
621943221149			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Apr, 2025 08:30:55 PM	08 Apr, 2025 10:33:43 PM	07 Apr, 2025 08:17:25 PM	0:04:05		Internal
621943221149			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Apr, 2025 08:30:55 PM	08 Apr, 2025 10:33:43 PM	07 Apr, 2025 08:17:25 PM	0:04:05		Internal
621943221149			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Apr, 2025 08:30:55 PM	08 Apr, 2025 10:33:43 PM	07 Apr, 2025 08:17:25 PM	0:04:05		Internal
621943221149			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Apr, 2025 08:30:55 PM	08 Apr, 2025 10:33:43 PM	07 Apr, 2025 08:17:25 PM	0:04:05		Internal
621943221149			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Apr, 2025 08:30:55 PM	08 Apr, 2025 10:33:43 PM	07 Apr, 2025 08:17:25 PM	0:04:05		Internal
621943221149			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Apr, 2025 08:30:55 PM	08 Apr, 2025 10:33:43 PM	07 Apr, 2025 08:17:25 PM	0:04:05		Internal
621943221149			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Apr, 2025 08:30:55 PM	08 Apr, 2025 10:33:43 PM	07 Apr, 2025 08:17:25 PM	0:04:05		Internal
621943221149			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Apr, 2025 08:30:55 PM	08 Apr, 2025 10:33:43 PM	07 Apr, 2025 08:17:25 PM	0:04:05		Internal
621943221149			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Apr, 2025 08:30:55 PM	08 Apr, 2025 10:33:43 PM	07 Apr, 2025 08:17:25 PM	0:04:05		Internal
621943221149			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Apr, 2025 08:30:55 PM	08 Apr, 2025 10:33:43 PM	07 Apr, 2025 08:17:25 PM	0:04:05		Internal
621943221149			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Apr, 2025 08:30:55 PM	08 Apr, 2025 10:33:43 PM	07 Apr, 2025 08:17:25 PM	0:04:05		Internal
621943221149			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Apr, 2025 08:30:55 PM	08 Apr, 2025 10:33:43 PM	07 Apr, 2025 08:17:25 PM	0:04:05		Internal
621943221149			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Apr, 2025 08:30:55 PM	08 Apr, 2025 10:33:43 PM	07 Apr, 2025 08:17:25 PM	0:04:05		Internal
621943221149			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Apr, 2025 08:30:55 PM	08 Apr, 2025 10:33:43 PM	07 Apr, 2025 08:17:25 PM	0:04:05		Internal
621943221149			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Apr, 2025 08:30:55 PM	08 Apr, 2025 10:33:43 PM	07 Apr, 2025 08:17:25 PM	0:04:05		Internal
621943221149			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Apr, 2025 08:30:55 PM	08 Apr, 2025 10:33:43 PM	07 Apr, 2025 08:17:25 PM	0:04:05		Internal
621943221149			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Apr, 2025 08:30:55 PM	08 Apr, 2025 10:33:43 PM	07 Apr, 2025 08:17:25 PM	0:04:05		Internal
621943221149			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Apr, 2025 08:30:55 PM	08 Apr, 2025 10:33:43 PM	07 Apr, 2025 08:17:25 PM	0:04:05		Internal
621943221149			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		07 Apr, 2025 08:30:55 PM	08 Apr, 2025 10:33:43 PM	07 Apr, 2025 08:17:25 PM	0:04:05		Internal
621943221149			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Apr, 2025 08:30:55 PM	08 Apr, 2025 10:33:43 PM	07 Apr, 2025 08:17:25 PM	0:04:05		Internal
621943221149			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Apr, 2025 08:30:55 PM	08 Apr, 2025 10:33:43 PM	07 Apr, 2025 08:17:25 PM	0:04:05		Internal
621943221149			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Apr, 2025 08:30:55 PM	08 Apr, 2025 10:33:43 PM	07 Apr, 2025 08:17:25 PM	0:04:05		Internal
621943286868			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Apr, 2025 03:00:40 PM	09 Apr, 2025 11:13:14 AM	08 Apr, 2025 01:28:23 PM	0:04:20		Internal
621943286868			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Apr, 2025 03:00:40 PM	09 Apr, 2025 11:13:14 AM	08 Apr, 2025 01:28:23 PM	0:04:20		Internal
621943286868			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Apr, 2025 03:00:40 PM	09 Apr, 2025 11:13:14 AM	08 Apr, 2025 01:28:23 PM	0:04:20		Internal
621943286868			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Apr, 2025 03:00:40 PM	09 Apr, 2025 11:13:14 AM	08 Apr, 2025 01:28:23 PM	0:04:20		Internal
621943286868			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Apr, 2025 03:00:40 PM	09 Apr, 2025 11:13:14 AM	08 Apr, 2025 01:28:23 PM	0:04:20		Internal
621943286868			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 Apr, 2025 03:00:40 PM	09 Apr, 2025 11:13:14 AM	08 Apr, 2025 01:28:23 PM	0:04:20		Internal
621943286868			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 Apr, 2025 03:00:40 PM	09 Apr, 2025 11:13:14 AM	08 Apr, 2025 01:28:23 PM	0:04:20		Internal
621943286868			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Apr, 2025 03:00:40 PM	09 Apr, 2025 11:13:14 AM	08 Apr, 2025 01:28:23 PM	0:04:20		Internal
621943286868			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Apr, 2025 03:00:40 PM	09 Apr, 2025 11:13:14 AM	08 Apr, 2025 01:28:23 PM	0:04:20		Internal
621943286868			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 Apr, 2025 03:00:40 PM	09 Apr, 2025 11:13:14 AM	08 Apr, 2025 01:28:23 PM	0:04:20		Internal
621943286868			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 Apr, 2025 03:00:40 PM	09 Apr, 2025 11:13:14 AM	08 Apr, 2025 01:28:23 PM	0:04:20		Internal
621943286868			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Apr, 2025 03:00:40 PM	09 Apr, 2025 11:13:14 AM	08 Apr, 2025 01:28:23 PM	0:04:20		Internal
621943286868			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Apr, 2025 03:00:40 PM	09 Apr, 2025 11:13:14 AM	08 Apr, 2025 01:28:23 PM	0:04:20		Internal
621943286868			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		08 Apr, 2025 03:00:40 PM	09 Apr, 2025 11:13:14 AM	08 Apr, 2025 01:28:23 PM	0:04:20		Internal
621943286868			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 Apr, 2025 03:00:40 PM	09 Apr, 2025 11:13:14 AM	08 Apr, 2025 01:28:23 PM	0:04:20		Internal
621943286868			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Apr, 2025 03:00:40 PM	09 Apr, 2025 11:13:14 AM	08 Apr, 2025 01:28:23 PM	0:04:20		Internal
621943286868			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Apr, 2025 03:00:40 PM	09 Apr, 2025 11:13:14 AM	08 Apr, 2025 01:28:23 PM	0:04:20		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621943286868			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		08 Apr, 2025 03:00:40 PM	09 Apr, 2025 11:13:14 AM	08 Apr, 2025 01:28:23 PM	0:04:20		Internal
621943286868			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 Apr, 2025 03:00:40 PM	09 Apr, 2025 11:13:14 AM	08 Apr, 2025 01:28:23 PM	0:04:20		Internal
621943286868			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 Apr, 2025 03:00:40 PM	09 Apr, 2025 11:13:14 AM	08 Apr, 2025 01:28:23 PM	0:04:20		Internal
621943286868			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 Apr, 2025 03:00:40 PM	09 Apr, 2025 11:13:14 AM	08 Apr, 2025 01:28:23 PM	0:04:20		Internal
621943286868			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 Apr, 2025 03:00:40 PM	09 Apr, 2025 11:13:14 AM	08 Apr, 2025 01:28:23 PM	0:04:20		Internal
621943286868			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		08 Apr, 2025 03:00:40 PM	09 Apr, 2025 11:13:14 AM	08 Apr, 2025 01:28:23 PM	0:04:20		Internal
621943286868			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Apr, 2025 03:00:40 PM	09 Apr, 2025 11:13:14 AM	08 Apr, 2025 01:28:23 PM	0:04:20		Internal
621943286868			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 Apr, 2025 03:00:40 PM	09 Apr, 2025 11:13:14 AM	08 Apr, 2025 01:28:23 PM	0:04:20		Internal
621943286868			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 Apr, 2025 03:00:40 PM	09 Apr, 2025 11:13:14 AM	08 Apr, 2025 01:28:23 PM	0:04:20		Internal
621943368693			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Apr, 2025 03:00:28 AM	09 Apr, 2025 11:20:21 AM	08 Apr, 2025 05:47:30 PM	0:08:09		Internal
621943368693			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Apr, 2025 03:00:28 AM	09 Apr, 2025 11:20:21 AM	08 Apr, 2025 05:47:30 PM	0:08:09		Internal
621943368693			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Apr, 2025 03:00:28 AM	09 Apr, 2025 11:20:21 AM	08 Apr, 2025 05:47:30 PM	0:08:09		Internal
621943368693			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Apr, 2025 03:00:28 AM	09 Apr, 2025 11:20:21 AM	08 Apr, 2025 05:47:30 PM	0:08:09		Internal
621943368693			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Apr, 2025 03:00:28 AM	09 Apr, 2025 11:20:21 AM	08 Apr, 2025 05:47:30 PM	0:08:09		Internal
621943368693			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Apr, 2025 03:00:28 AM	09 Apr, 2025 11:20:21 AM	08 Apr, 2025 05:47:30 PM	0:08:09		Internal
621943368693			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Apr, 2025 03:00:28 AM	09 Apr, 2025 11:20:21 AM	08 Apr, 2025 05:47:30 PM	0:08:09		Internal
621943368693			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Apr, 2025 03:00:28 AM	09 Apr, 2025 11:20:21 AM	08 Apr, 2025 05:47:30 PM	0:08:09		Internal
621943368693			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Apr, 2025 03:00:28 AM	09 Apr, 2025 11:20:21 AM	08 Apr, 2025 05:47:30 PM	0:08:09		Internal
621943368693			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Apr, 2025 03:00:28 AM	09 Apr, 2025 11:20:21 AM	08 Apr, 2025 05:47:30 PM	0:08:09		Internal
621943368693			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Apr, 2025 03:00:28 AM	09 Apr, 2025 11:20:21 AM	08 Apr, 2025 05:47:30 PM	0:08:09		Internal
621943368693			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Apr, 2025 03:00:28 AM	09 Apr, 2025 11:20:21 AM	08 Apr, 2025 05:47:30 PM	0:08:09		Internal
621943368693			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Apr, 2025 03:00:28 AM	09 Apr, 2025 11:20:21 AM	08 Apr, 2025 05:47:30 PM	0:08:09		Internal
621943368693			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Apr, 2025 03:00:28 AM	09 Apr, 2025 11:20:21 AM	08 Apr, 2025 05:47:30 PM	0:08:09		Internal
621943368693			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Apr, 2025 03:00:28 AM	09 Apr, 2025 11:20:21 AM	08 Apr, 2025 05:47:30 PM	0:08:09		Internal
621943368693			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Apr, 2025 03:00:28 AM	09 Apr, 2025 11:20:21 AM	08 Apr, 2025 05:47:30 PM	0:08:09		Internal
621943368693			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Apr, 2025 03:00:28 AM	09 Apr, 2025 11:20:21 AM	08 Apr, 2025 05:47:30 PM	0:08:09		Internal
621943368693			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Apr, 2025 03:00:28 AM	09 Apr, 2025 11:20:21 AM	08 Apr, 2025 05:47:30 PM	0:08:09		Internal
621943368693			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Apr, 2025 03:00:28 AM	09 Apr, 2025 11:20:21 AM	08 Apr, 2025 05:47:30 PM	0:08:09		Internal
621943368693			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Apr, 2025 03:00:28 AM	09 Apr, 2025 11:20:21 AM	08 Apr, 2025 05:47:30 PM	0:08:09		Internal
621943368693			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Apr, 2025 03:00:28 AM	09 Apr, 2025 11:20:21 AM	08 Apr, 2025 05:47:30 PM	0:08:09		Internal
621943368693			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Apr, 2025 03:00:28 AM	09 Apr, 2025 11:20:21 AM	08 Apr, 2025 05:47:30 PM	0:08:09		Internal
621943368693			CTE_Bus_Solar		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		09 Apr, 2025 03:00:28 AM	09 Apr, 2025 11:20:21 AM	08 Apr, 2025 05:47:30 PM	0:08:09		Internal
621943368693			CTE_Bus_Solar		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Apr, 2025 03:00:28 AM	09 Apr, 2025 11:20:21 AM	08 Apr, 2025 05:47:30 PM	0:08:09		Internal
621943368693			CTE_Bus_Solar		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Apr, 2025 03:00:28 AM	09 Apr, 2025 11:20:21 AM	08 Apr, 2025 05:47:30 PM	0:08:09		Internal
621943368693			CTE_Bus_Solar		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Apr, 2025 03:00:28 AM	09 Apr, 2025 11:20:21 AM	08 Apr, 2025 05:47:30 PM	0:08:09		Internal
621943370103			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Apr, 2025 11:00:26 AM	09 Apr, 2025 12:37:50 PM	08 Apr, 2025 06:02:43 PM	0:05:52		Internal
621943370103			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Apr, 2025 11:00:26 AM	09 Apr, 2025 12:37:50 PM	08 Apr, 2025 06:02:43 PM	0:05:52		Internal
621943370103			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Apr, 2025 11:00:26 AM	09 Apr, 2025 12:37:50 PM	08 Apr, 2025 06:02:43 PM	0:05:52		Internal
621943370103			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Apr, 2025 11:00:26 AM	09 Apr, 2025 12:37:50 PM	08 Apr, 2025 06:02:43 PM	0:05:52		Internal
621943370103			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Apr, 2025 11:00:26 AM	09 Apr, 2025 12:37:50 PM	08 Apr, 2025 06:02:43 PM	0:05:52		Internal
621943370103			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Apr, 2025 11:00:26 AM	09 Apr, 2025 12:37:50 PM	08 Apr, 2025 06:02:43 PM	0:05:52		Internal
621943370103			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Apr, 2025 11:00:26 AM	09 Apr, 2025 12:37:50 PM	08 Apr, 2025 06:02:43 PM	0:05:52		Internal
621943370103			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Apr, 2025 11:00:26 AM	09 Apr, 2025 12:37:50 PM	08 Apr, 2025 06:02:43 PM	0:05:52		Internal
621943370103			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Apr, 2025 11:00:26 AM	09 Apr, 2025 12:37:50 PM	08 Apr, 2025 06:02:43 PM	0:05:52		Internal
621943370103			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Apr, 2025 11:00:26 AM	09 Apr, 2025 12:37:50 PM	08 Apr, 2025 06:02:43 PM	0:05:52		Internal
621943370103			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Apr, 2025 11:00:26 AM	09 Apr, 2025 12:37:50 PM	08 Apr, 2025 06:02:43 PM	0:05:52		Internal
621943370103			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Apr, 2025 11:00:26 AM	09 Apr, 2025 12:37:50 PM	08 Apr, 2025 06:02:43 PM	0:05:52		Internal
621943370103			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Apr, 2025 11:00:26 AM	09 Apr, 2025 12:37:50 PM	08 Apr, 2025 06:02:43 PM	0:05:52		Internal
621943370103			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Apr, 2025 11:00:26 AM	09 Apr, 2025 12:37:50 PM	08 Apr, 2025 06:02:43 PM	0:05:52		Internal
621943370103			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Apr, 2025 11:00:26 AM	09 Apr, 2025 12:37:50 PM	08 Apr, 2025 06:02:43 PM	0:05:52		Internal
621943370103			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Apr, 2025 11:00:26 AM	09 Apr, 2025 12:37:50 PM	08 Apr, 2025 06:02:43 PM	0:05:52		Internal
621943370103			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Apr, 2025 11:00:26 AM	09 Apr, 2025 12:37:50 PM	08 Apr, 2025 06:02:43 PM	0:05:52		Internal
621943370103			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Apr, 2025 11:00:26 AM	09 Apr, 2025 12:37:50 PM	08 Apr, 2025 06:02:43 PM	0:05:52		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621943370103	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	09 Apr, 2025 11:00:26 AM	09 Apr, 2025 12:37:50 PM	08 Apr, 2025 06:02:43 PM	0:05:52		Internal
621943370103			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Apr, 2025 11:00:26 AM	09 Apr, 2025 12:37:50 PM	08 Apr, 2025 06:02:43 PM	0:05:52		Internal
621943370103			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Apr, 2025 11:00:26 AM	09 Apr, 2025 12:37:50 PM	08 Apr, 2025 06:02:43 PM	0:05:52		Internal
621943370103			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Apr, 2025 11:00:26 AM	09 Apr, 2025 12:37:50 PM	08 Apr, 2025 06:02:43 PM	0:05:52		Internal
621943370103			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		09 Apr, 2025 11:00:26 AM	09 Apr, 2025 12:37:50 PM	08 Apr, 2025 06:02:43 PM	0:05:52		Internal
621943370103			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Apr, 2025 11:00:26 AM	09 Apr, 2025 12:37:50 PM	08 Apr, 2025 06:02:43 PM	0:05:52		Internal
621943370103			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Apr, 2025 11:00:26 AM	09 Apr, 2025 12:37:50 PM	08 Apr, 2025 06:02:43 PM	0:05:52		Internal
621943370103			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Apr, 2025 11:00:26 AM	09 Apr, 2025 12:37:50 PM	08 Apr, 2025 06:02:43 PM	0:05:52		Internal
621942970367			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Apr, 2025 11:54:18 AM	09 Apr, 2025 12:38:57 PM	04 Apr, 2025 08:57:39 PM	0:05:07		Internal
621942970367			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Apr, 2025 11:54:18 AM	09 Apr, 2025 12:38:57 PM	04 Apr, 2025 08:57:39 PM	0:05:07		Internal
621942970367			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Apr, 2025 11:54:18 AM	09 Apr, 2025 12:38:57 PM	04 Apr, 2025 08:57:39 PM	0:05:07		Internal
621942970367			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Apr, 2025 11:54:18 AM	09 Apr, 2025 12:38:57 PM	04 Apr, 2025 08:57:39 PM	0:05:07		Internal
621942970367			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Apr, 2025 11:54:18 AM	09 Apr, 2025 12:38:57 PM	04 Apr, 2025 08:57:39 PM	0:05:07		Internal
621942970367			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Apr, 2025 11:54:18 AM	09 Apr, 2025 12:38:57 PM	04 Apr, 2025 08:57:39 PM	0:05:07		Internal
621942970367			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Apr, 2025 11:54:18 AM	09 Apr, 2025 12:38:57 PM	04 Apr, 2025 08:57:39 PM	0:05:07		Internal
621942970367			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Apr, 2025 11:54:18 AM	09 Apr, 2025 12:38:57 PM	04 Apr, 2025 08:57:39 PM	0:05:07		Internal
621942970367			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Apr, 2025 11:54:18 AM	09 Apr, 2025 12:38:57 PM	04 Apr, 2025 08:57:39 PM	0:05:07		Internal
621942970367			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Apr, 2025 11:54:18 AM	09 Apr, 2025 12:38:57 PM	04 Apr, 2025 08:57:39 PM	0:05:07		Internal
621942970367			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Apr, 2025 11:54:18 AM	09 Apr, 2025 12:38:57 PM	04 Apr, 2025 08:57:39 PM	0:05:07		Internal
621942970367			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Apr, 2025 11:54:18 AM	09 Apr, 2025 12:38:57 PM	04 Apr, 2025 08:57:39 PM	0:05:07		Internal
621942970367			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Apr, 2025 11:54:18 AM	09 Apr, 2025 12:38:57 PM	04 Apr, 2025 08:57:39 PM	0:05:07		Internal
621942970367			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Apr, 2025 11:54:18 AM	09 Apr, 2025 12:38:57 PM	04 Apr, 2025 08:57:39 PM	0:05:07		Internal
621942970367			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Apr, 2025 11:54:18 AM	09 Apr, 2025 12:38:57 PM	04 Apr, 2025 08:57:39 PM	0:05:07		Internal
621942970367			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Apr, 2025 11:54:18 AM	09 Apr, 2025 12:38:57 PM	04 Apr, 2025 08:57:39 PM	0:05:07		Internal
621942970367			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Apr, 2025 11:54:18 AM	09 Apr, 2025 12:38:57 PM	04 Apr, 2025 08:57:39 PM	0:05:07		Internal
621942970367			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Apr, 2025 11:54:18 AM	09 Apr, 2025 12:38:57 PM	04 Apr, 2025 08:57:39 PM	0:05:07		Internal
621942970367			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Apr, 2025 11:54:18 AM	09 Apr, 2025 12:38:57 PM	04 Apr, 2025 08:57:39 PM	0:05:07		Internal
621942970367			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Apr, 2025 11:54:18 AM	09 Apr, 2025 12:38:57 PM	04 Apr, 2025 08:57:39 PM	0:05:07		Internal
621942970367			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Apr, 2025 11:54:18 AM	09 Apr, 2025 12:38:57 PM	04 Apr, 2025 08:57:39 PM	0:05:07		Internal
621942970367			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Apr, 2025 11:54:18 AM	09 Apr, 2025 12:38:57 PM	04 Apr, 2025 08:57:39 PM	0:05:07		Internal
621942970367			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		09 Apr, 2025 11:54:18 AM	09 Apr, 2025 12:38:57 PM	04 Apr, 2025 08:57:39 PM	0:05:07		Internal
621942970367			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Apr, 2025 11:54:18 AM	09 Apr, 2025 12:38:57 PM	04 Apr, 2025 08:57:39 PM	0:05:07		Internal
621942970367			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Apr, 2025 11:54:18 AM	09 Apr, 2025 12:38:57 PM	04 Apr, 2025 08:57:39 PM	0:05:07		Internal
621942970367			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Apr, 2025 11:54:18 AM	09 Apr, 2025 12:38:57 PM	04 Apr, 2025 08:57:39 PM	0:05:07		Internal
621942038456			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 Mar, 2025 01:31:55 PM	09 Apr, 2025 12:52:54 PM	31 Mar, 2025 12:57:49 PM	0:04:27		Internal
621942038456			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 Mar, 2025 01:31:55 PM	09 Apr, 2025 12:52:54 PM	31 Mar, 2025 12:57:49 PM	0:04:27		Internal
621942038456			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 Mar, 2025 01:31:55 PM	09 Apr, 2025 12:52:54 PM	31 Mar, 2025 12:57:49 PM	0:04:27		Internal
621942038456			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 Mar, 2025 01:31:55 PM	09 Apr, 2025 12:52:54 PM	31 Mar, 2025 12:57:49 PM	0:04:27		Internal
621942038456			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 Mar, 2025 01:31:55 PM	09 Apr, 2025 12:52:54 PM	31 Mar, 2025 12:57:49 PM	0:04:27		Internal
621942038456			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 Mar, 2025 01:31:55 PM	09 Apr, 2025 12:52:54 PM	31 Mar, 2025 12:57:49 PM	0:04:27		Internal
621942038456			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 Mar, 2025 01:31:55 PM	09 Apr, 2025 12:52:54 PM	31 Mar, 2025 12:57:49 PM	0:04:27		Internal
621942038456			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 Mar, 2025 01:31:55 PM	09 Apr, 2025 12:52:54 PM	31 Mar, 2025 12:57:49 PM	0:04:27		Internal
621942038456			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 Mar, 2025 01:31:55 PM	09 Apr, 2025 12:52:54 PM	31 Mar, 2025 12:57:49 PM	0:04:27		Internal
621942038456			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 Mar, 2025 01:31:55 PM	09 Apr, 2025 12:52:54 PM	31 Mar, 2025 12:57:49 PM	0:04:27		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621942038456	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	31 Mar, 2025 01:31:55 PM	09 Apr, 2025 12:52:54 PM	31 Mar, 2025 12:57:49 PM	0:04:27		Internal
621942038456			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 Mar, 2025 01:31:55 PM	09 Apr, 2025 12:52:54 PM	31 Mar, 2025 12:57:49 PM	0:04:27		Internal
621942038456			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 Mar, 2025 01:31:55 PM	09 Apr, 2025 12:52:54 PM	31 Mar, 2025 12:57:49 PM	0:04:27		Internal
621942038456			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 Mar, 2025 01:31:55 PM	09 Apr, 2025 12:52:54 PM	31 Mar, 2025 12:57:49 PM	0:04:27		Internal
621942038456			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 Mar, 2025 01:31:55 PM	09 Apr, 2025 12:52:54 PM	31 Mar, 2025 12:57:49 PM	0:04:27		Internal
621942038456			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 Mar, 2025 01:31:55 PM	09 Apr, 2025 12:52:54 PM	31 Mar, 2025 12:57:49 PM	0:04:27		Internal
621942038456			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 Mar, 2025 01:31:55 PM	09 Apr, 2025 12:52:54 PM	31 Mar, 2025 12:57:49 PM	0:04:27		Internal
621942038456			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 Mar, 2025 01:31:55 PM	09 Apr, 2025 12:52:54 PM	31 Mar, 2025 12:57:49 PM	0:04:27		Internal
621942038456			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		31 Mar, 2025 01:31:55 PM	09 Apr, 2025 12:52:54 PM	31 Mar, 2025 12:57:49 PM	0:04:27		Internal
621942038456			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 Mar, 2025 01:31:55 PM	09 Apr, 2025 12:52:54 PM	31 Mar, 2025 12:57:49 PM	0:04:27		Internal
621942038456			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 Mar, 2025 01:31:55 PM	09 Apr, 2025 12:52:54 PM	31 Mar, 2025 12:57:49 PM	0:04:27		Internal
621942038456			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 Mar, 2025 01:31:55 PM	09 Apr, 2025 12:52:54 PM	31 Mar, 2025 12:57:49 PM	0:04:27		Internal
621942038456			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		31 Mar, 2025 01:31:55 PM	09 Apr, 2025 12:52:54 PM	31 Mar, 2025 12:57:49 PM	0:04:27		Internal
621942038456			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 Mar, 2025 01:31:55 PM	09 Apr, 2025 12:52:54 PM	31 Mar, 2025 12:57:49 PM	0:04:27		Internal
621942038456			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 Mar, 2025 01:31:55 PM	09 Apr, 2025 12:52:54 PM	31 Mar, 2025 12:57:49 PM	0:04:27		Internal
621942038456			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 Mar, 2025 01:31:55 PM	09 Apr, 2025 12:52:54 PM	31 Mar, 2025 12:57:49 PM	0:04:27		Internal
621941701809			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Mar, 2025 12:02:15 AM	09 Apr, 2025 01:09:29 PM	27 Mar, 2025 04:16:04 PM	0:06:16		Internal
621941701809			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Mar, 2025 12:02:15 AM	09 Apr, 2025 01:09:29 PM	27 Mar, 2025 04:16:04 PM	0:06:16		Internal
621941701809			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Mar, 2025 12:02:15 AM	09 Apr, 2025 01:09:29 PM	27 Mar, 2025 04:16:04 PM	0:06:16		Internal
621941701809			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Mar, 2025 12:02:15 AM	09 Apr, 2025 01:09:29 PM	27 Mar, 2025 04:16:04 PM	0:06:16		Internal
621941701809			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Mar, 2025 12:02:15 AM	09 Apr, 2025 01:09:29 PM	27 Mar, 2025 04:16:04 PM	0:06:16		Internal
621941701809			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Mar, 2025 12:02:15 AM	09 Apr, 2025 01:09:29 PM	27 Mar, 2025 04:16:04 PM	0:06:16		Internal
621941701809			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Mar, 2025 12:02:15 AM	09 Apr, 2025 01:09:29 PM	27 Mar, 2025 04:16:04 PM	0:06:16		Internal
621941701809			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Mar, 2025 12:02:15 AM	09 Apr, 2025 01:09:29 PM	27 Mar, 2025 04:16:04 PM	0:06:16		Internal
621941701809			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Mar, 2025 12:02:15 AM	09 Apr, 2025 01:09:29 PM	27 Mar, 2025 04:16:04 PM	0:06:16		Internal
621941701809			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Mar, 2025 12:02:15 AM	09 Apr, 2025 01:09:29 PM	27 Mar, 2025 04:16:04 PM	0:06:16		Internal
621941701809			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Mar, 2025 12:02:15 AM	09 Apr, 2025 01:09:29 PM	27 Mar, 2025 04:16:04 PM	0:06:16		Internal
621941701809			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Mar, 2025 12:02:15 AM	09 Apr, 2025 01:09:29 PM	27 Mar, 2025 04:16:04 PM	0:06:16		Internal
621941701809			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Mar, 2025 12:02:15 AM	09 Apr, 2025 01:09:29 PM	27 Mar, 2025 04:16:04 PM	0:06:16		Internal
621941701809			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Mar, 2025 12:02:15 AM	09 Apr, 2025 01:09:29 PM	27 Mar, 2025 04:16:04 PM	0:06:16		Internal
621941701809			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Mar, 2025 12:02:15 AM	09 Apr, 2025 01:09:29 PM	27 Mar, 2025 04:16:04 PM	0:06:16		Internal
621941701809			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Mar, 2025 12:02:15 AM	09 Apr, 2025 01:09:29 PM	27 Mar, 2025 04:16:04 PM	0:06:16		Internal
621941701809			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Mar, 2025 12:02:15 AM	09 Apr, 2025 01:09:29 PM	27 Mar, 2025 04:16:04 PM	0:06:16		Internal
621941701809			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Mar, 2025 12:02:15 AM	09 Apr, 2025 01:09:29 PM	27 Mar, 2025 04:16:04 PM	0:06:16		Internal
621941701809			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Mar, 2025 12:02:15 AM	09 Apr, 2025 01:09:29 PM	27 Mar, 2025 04:16:04 PM	0:06:16		Internal
621941701809			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Mar, 2025 12:02:15 AM	09 Apr, 2025 01:09:29 PM	27 Mar, 2025 04:16:04 PM	0:06:16		Internal
621941701809			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Mar, 2025 12:02:15 AM	09 Apr, 2025 01:09:29 PM	27 Mar, 2025 04:16:04 PM	0:06:16		Internal
621941701809			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Mar, 2025 12:02:15 AM	09 Apr, 2025 01:09:29 PM	27 Mar, 2025 04:16:04 PM	0:06:16		Internal
621941701809			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		28 Mar, 2025 12:02:15 AM	09 Apr, 2025 01:09:29 PM	27 Mar, 2025 04:16:04 PM	0:06:16		Internal
621941701809			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Mar, 2025 12:02:15 AM	09 Apr, 2025 01:09:29 PM	27 Mar, 2025 04:16:04 PM	0:06:16		Internal
621941701809			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Mar, 2025 12:02:15 AM	09 Apr, 2025 01:09:29 PM	27 Mar, 2025 04:16:04 PM	0:06:16		Internal
621941701809			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Mar, 2025 12:02:15 AM	09 Apr, 2025 01:09:29 PM	27 Mar, 2025 04:16:04 PM	0:06:16		Internal
621943024867			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Apr, 2025 01:45:29 PM	09 Apr, 2025 01:49:58 PM	05 Apr, 2025 10:09:56 PM	0:02:47		Internal
621943024867			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Apr, 2025 01:45:29 PM	09 Apr, 2025 01:49:58 PM	05 Apr, 2025 10:09:56 PM	0:02:47		Internal
621943024867			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Apr, 2025 01:45:29 PM	09 Apr, 2025 01:49:58 PM	05 Apr, 2025 10:09:56 PM	0:02:47		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621943024867	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	[redacted]	09 Apr, 2025 01:45:29 PM	09 Apr, 2025 01:49:58 PM	05 Apr, 2025 10:09:56 PM	0:02:47		Internal
621943024867			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Apr, 2025 01:45:29 PM	09 Apr, 2025 01:49:58 PM	05 Apr, 2025 10:09:56 PM	0:02:47		Internal
621943024867			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Apr, 2025 01:45:29 PM	09 Apr, 2025 01:49:58 PM	05 Apr, 2025 10:09:56 PM	0:02:47		Internal
621943024867			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Apr, 2025 01:45:29 PM	09 Apr, 2025 01:49:58 PM	05 Apr, 2025 10:09:56 PM	0:02:47		Internal
621943024867			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Apr, 2025 01:45:29 PM	09 Apr, 2025 01:49:58 PM	05 Apr, 2025 10:09:56 PM	0:02:47		Internal
621943024867			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Apr, 2025 01:45:29 PM	09 Apr, 2025 01:49:58 PM	05 Apr, 2025 10:09:56 PM	0:02:47		Internal
621943024867			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Apr, 2025 01:45:29 PM	09 Apr, 2025 01:49:58 PM	05 Apr, 2025 10:09:56 PM	0:02:47		Internal
621943024867			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Apr, 2025 01:45:29 PM	09 Apr, 2025 01:49:58 PM	05 Apr, 2025 10:09:56 PM	0:02:47		Internal
621943024867			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Apr, 2025 01:45:29 PM	09 Apr, 2025 01:49:58 PM	05 Apr, 2025 10:09:56 PM	0:02:47		Internal
621943024867			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Apr, 2025 01:45:29 PM	09 Apr, 2025 01:49:58 PM	05 Apr, 2025 10:09:56 PM	0:02:47		Internal
621943024867			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Apr, 2025 01:45:29 PM	09 Apr, 2025 01:49:58 PM	05 Apr, 2025 10:09:56 PM	0:02:47		Internal
621943024867			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Apr, 2025 01:45:29 PM	09 Apr, 2025 01:49:58 PM	05 Apr, 2025 10:09:56 PM	0:02:47		Internal
621943024867			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Apr, 2025 01:45:29 PM	09 Apr, 2025 01:49:58 PM	05 Apr, 2025 10:09:56 PM	0:02:47		Internal
621943024867			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Apr, 2025 01:45:29 PM	09 Apr, 2025 01:49:58 PM	05 Apr, 2025 10:09:56 PM	0:02:47		Internal
621943024867			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Apr, 2025 01:45:29 PM	09 Apr, 2025 01:49:58 PM	05 Apr, 2025 10:09:56 PM	0:02:47		Internal
621943024867			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Apr, 2025 01:45:29 PM	09 Apr, 2025 01:49:58 PM	05 Apr, 2025 10:09:56 PM	0:02:47		Internal
621943024867			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Apr, 2025 01:45:29 PM	09 Apr, 2025 01:49:58 PM	05 Apr, 2025 10:09:56 PM	0:02:47		Internal
621943024867			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Apr, 2025 01:45:29 PM	09 Apr, 2025 01:49:58 PM	05 Apr, 2025 10:09:56 PM	0:02:47		Internal
621943024867			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Apr, 2025 01:45:29 PM	09 Apr, 2025 01:49:58 PM	05 Apr, 2025 10:09:56 PM	0:02:47		Internal
621943024867			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		09 Apr, 2025 01:45:29 PM	09 Apr, 2025 01:49:58 PM	05 Apr, 2025 10:09:56 PM	0:02:47		Internal
621943024867			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Apr, 2025 01:45:29 PM	09 Apr, 2025 01:49:58 PM	05 Apr, 2025 10:09:56 PM	0:02:47		Internal
621943024867			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Apr, 2025 01:45:29 PM	09 Apr, 2025 01:49:58 PM	05 Apr, 2025 10:09:56 PM	0:02:47		Internal
621943024867			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Apr, 2025 01:45:29 PM	09 Apr, 2025 01:49:58 PM	05 Apr, 2025 10:09:56 PM	0:02:47		Internal
621943276137			CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Apr, 2025 02:29:47 PM	09 Apr, 2025 02:34:14 PM	08 Apr, 2025 12:40:10 PM	0:03:33		Internal
621943276137			CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Apr, 2025 02:29:47 PM	09 Apr, 2025 02:34:14 PM	08 Apr, 2025 12:40:10 PM	0:03:33		Internal
621943276137			CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Apr, 2025 02:29:47 PM	09 Apr, 2025 02:34:14 PM	08 Apr, 2025 12:40:10 PM	0:03:33		Internal
621943276137			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Apr, 2025 02:29:47 PM	09 Apr, 2025 02:34:14 PM	08 Apr, 2025 12:40:10 PM	0:03:33		Internal
621943276137			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Apr, 2025 02:29:47 PM	09 Apr, 2025 02:34:14 PM	08 Apr, 2025 12:40:10 PM	0:03:33		Internal
621943276137			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Apr, 2025 02:29:47 PM	09 Apr, 2025 02:34:14 PM	08 Apr, 2025 12:40:10 PM	0:03:33		Internal
621943276137			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Apr, 2025 02:29:47 PM	09 Apr, 2025 02:34:14 PM	08 Apr, 2025 12:40:10 PM	0:03:33		Internal
621943276137			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Apr, 2025 02:29:47 PM	09 Apr, 2025 02:34:14 PM	08 Apr, 2025 12:40:10 PM	0:03:33		Internal
621943276137			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Apr, 2025 02:29:47 PM	09 Apr, 2025 02:34:14 PM	08 Apr, 2025 12:40:10 PM	0:03:33		Internal
621943276137			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Apr, 2025 02:29:47 PM	09 Apr, 2025 02:34:14 PM	08 Apr, 2025 12:40:10 PM	0:03:33		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621943276137	[redacted]	[redacted]	CTE_Bus_Billing	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	09 Apr, 2025 02:29:47 PM	09 Apr, 2025 02:34:14 PM	08 Apr, 2025 12:40:10 PM	0:03:33		Internal
621943276137			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Apr, 2025 02:29:47 PM	09 Apr, 2025 02:34:14 PM	08 Apr, 2025 12:40:10 PM	0:03:33		Internal
621943276137			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Apr, 2025 02:29:47 PM	09 Apr, 2025 02:34:14 PM	08 Apr, 2025 12:40:10 PM	0:03:33		Internal
621943276137			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Apr, 2025 02:29:47 PM	09 Apr, 2025 02:34:14 PM	08 Apr, 2025 12:40:10 PM	0:03:33		Internal
621943276137			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Apr, 2025 02:29:47 PM	09 Apr, 2025 02:34:14 PM	08 Apr, 2025 12:40:10 PM	0:03:33		Internal
621943276137			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Apr, 2025 02:29:47 PM	09 Apr, 2025 02:34:14 PM	08 Apr, 2025 12:40:10 PM	0:03:33		Internal
621943276137			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Apr, 2025 02:29:47 PM	09 Apr, 2025 02:34:14 PM	08 Apr, 2025 12:40:10 PM	0:03:33		Internal
621943276137			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Apr, 2025 02:29:47 PM	09 Apr, 2025 02:34:14 PM	08 Apr, 2025 12:40:10 PM	0:03:33		Internal
621943276137			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Apr, 2025 02:29:47 PM	09 Apr, 2025 02:34:14 PM	08 Apr, 2025 12:40:10 PM	0:03:33		Internal
621943276137			CTE_Bus_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Apr, 2025 02:29:47 PM	09 Apr, 2025 02:34:14 PM	08 Apr, 2025 12:40:10 PM	0:03:33		Internal
621943276137			CTE_Bus_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Apr, 2025 02:29:47 PM	09 Apr, 2025 02:34:14 PM	08 Apr, 2025 12:40:10 PM	0:03:33		Internal
621943276137			CTE_Bus_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Apr, 2025 02:29:47 PM	09 Apr, 2025 02:34:14 PM	08 Apr, 2025 12:40:10 PM	0:03:33		Internal
621943276137			CTE_Bus_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		09 Apr, 2025 02:29:47 PM	09 Apr, 2025 02:34:14 PM	08 Apr, 2025 12:40:10 PM	0:03:33		Internal
621943276137			CTE_Bus_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Apr, 2025 02:29:47 PM	09 Apr, 2025 02:34:14 PM	08 Apr, 2025 12:40:10 PM	0:03:33		Internal
621943276137			CTE_Bus_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Apr, 2025 02:29:47 PM	09 Apr, 2025 02:34:14 PM	08 Apr, 2025 12:40:10 PM	0:03:33		Internal
621943276137			CTE_Bus_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Apr, 2025 02:29:47 PM	09 Apr, 2025 02:34:14 PM	08 Apr, 2025 12:40:10 PM	0:03:33		Internal
621943462253			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Apr, 2025 02:23:19 PM	09 Apr, 2025 02:49:46 PM	09 Apr, 2025 12:49:47 PM	0:05:40		Internal
621943462253			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Apr, 2025 02:23:19 PM	09 Apr, 2025 02:49:46 PM	09 Apr, 2025 12:49:47 PM	0:05:40		Internal
621943462253			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Apr, 2025 02:23:19 PM	09 Apr, 2025 02:49:46 PM	09 Apr, 2025 12:49:47 PM	0:05:40		Internal
621943462253			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Apr, 2025 02:23:19 PM	09 Apr, 2025 02:49:46 PM	09 Apr, 2025 12:49:47 PM	0:05:40		Internal
621943462253			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Apr, 2025 02:23:19 PM	09 Apr, 2025 02:49:46 PM	09 Apr, 2025 12:49:47 PM	0:05:40		Internal
621943462253			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Apr, 2025 02:23:19 PM	09 Apr, 2025 02:49:46 PM	09 Apr, 2025 12:49:47 PM	0:05:40		Internal
621943462253			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Apr, 2025 02:23:19 PM	09 Apr, 2025 02:49:46 PM	09 Apr, 2025 12:49:47 PM	0:05:40		Internal
621943462253			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Apr, 2025 02:23:19 PM	09 Apr, 2025 02:49:46 PM	09 Apr, 2025 12:49:47 PM	0:05:40		Internal
621943462253			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Apr, 2025 02:23:19 PM	09 Apr, 2025 02:49:46 PM	09 Apr, 2025 12:49:47 PM	0:05:40		Internal
621943462253			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Apr, 2025 02:23:19 PM	09 Apr, 2025 02:49:46 PM	09 Apr, 2025 12:49:47 PM	0:05:40		Internal
621943462253			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Apr, 2025 02:23:19 PM	09 Apr, 2025 02:49:46 PM	09 Apr, 2025 12:49:47 PM	0:05:40		Internal
621943462253			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Apr, 2025 02:23:19 PM	09 Apr, 2025 02:49:46 PM	09 Apr, 2025 12:49:47 PM	0:05:40		Internal
621943462253			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Apr, 2025 02:23:19 PM	09 Apr, 2025 02:49:46 PM	09 Apr, 2025 12:49:47 PM	0:05:40		Internal
621943462253			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Apr, 2025 02:23:19 PM	09 Apr, 2025 02:49:46 PM	09 Apr, 2025 12:49:47 PM	0:05:40		Internal
621943462253			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Apr, 2025 02:23:19 PM	09 Apr, 2025 02:49:46 PM	09 Apr, 2025 12:49:47 PM	0:05:40		Internal
621943462253			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Apr, 2025 02:23:19 PM	09 Apr, 2025 02:49:46 PM	09 Apr, 2025 12:49:47 PM	0:05:40		Internal
621943462253			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Apr, 2025 02:23:19 PM	09 Apr, 2025 02:49:46 PM	09 Apr, 2025 12:49:47 PM	0:05:40		Internal
621943462253			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Apr, 2025 02:23:19 PM	09 Apr, 2025 02:49:46 PM	09 Apr, 2025 12:49:47 PM	0:05:40		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621943462253	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	09 Apr, 2025 02:23:19 PM	09 Apr, 2025 02:49:46 PM	09 Apr, 2025 12:49:47 PM	0:05:40		Internal
621943462253			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Apr, 2025 02:23:19 PM	09 Apr, 2025 02:49:46 PM	09 Apr, 2025 12:49:47 PM	0:05:40		Internal
621943462253			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Apr, 2025 02:23:19 PM	09 Apr, 2025 02:49:46 PM	09 Apr, 2025 12:49:47 PM	0:05:40		Internal
621943462253			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Apr, 2025 02:23:19 PM	09 Apr, 2025 02:49:46 PM	09 Apr, 2025 12:49:47 PM	0:05:40		Internal
621943462253			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		09 Apr, 2025 02:23:19 PM	09 Apr, 2025 02:49:46 PM	09 Apr, 2025 12:49:47 PM	0:05:40		Internal
621943462253			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Apr, 2025 02:23:19 PM	09 Apr, 2025 02:49:46 PM	09 Apr, 2025 12:49:47 PM	0:05:40		Internal
621943462253			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Apr, 2025 02:23:19 PM	09 Apr, 2025 02:49:46 PM	09 Apr, 2025 12:49:47 PM	0:05:40		Internal
621943462253			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Apr, 2025 02:23:19 PM	09 Apr, 2025 02:49:46 PM	09 Apr, 2025 12:49:47 PM	0:05:40		Internal
621942040031			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 Mar, 2025 01:31:56 PM	09 Apr, 2025 03:52:49 PM	31 Mar, 2025 01:04:44 PM	0:02:40		Internal
621942040031			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 Mar, 2025 01:31:56 PM	09 Apr, 2025 03:52:49 PM	31 Mar, 2025 01:04:44 PM	0:02:40		Internal
621942040031			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 Mar, 2025 01:31:56 PM	09 Apr, 2025 03:52:49 PM	31 Mar, 2025 01:04:44 PM	0:02:40		Internal
621942040031			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 Mar, 2025 01:31:56 PM	09 Apr, 2025 03:52:49 PM	31 Mar, 2025 01:04:44 PM	0:02:40		Internal
621942040031			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 Mar, 2025 01:31:56 PM	09 Apr, 2025 03:52:49 PM	31 Mar, 2025 01:04:44 PM	0:02:40		Internal
621942040031			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 Mar, 2025 01:31:56 PM	09 Apr, 2025 03:52:49 PM	31 Mar, 2025 01:04:44 PM	0:02:40		Internal
621942040031			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 Mar, 2025 01:31:56 PM	09 Apr, 2025 03:52:49 PM	31 Mar, 2025 01:04:44 PM	0:02:40		Internal
621942040031			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 Mar, 2025 01:31:56 PM	09 Apr, 2025 03:52:49 PM	31 Mar, 2025 01:04:44 PM	0:02:40		Internal
621942040031			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 Mar, 2025 01:31:56 PM	09 Apr, 2025 03:52:49 PM	31 Mar, 2025 01:04:44 PM	0:02:40		Internal
621942040031			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 Mar, 2025 01:31:56 PM	09 Apr, 2025 03:52:49 PM	31 Mar, 2025 01:04:44 PM	0:02:40		Internal
621942040031			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		31 Mar, 2025 01:31:56 PM	09 Apr, 2025 03:52:49 PM	31 Mar, 2025 01:04:44 PM	0:02:40		Internal
621942040031			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 Mar, 2025 01:31:56 PM	09 Apr, 2025 03:52:49 PM	31 Mar, 2025 01:04:44 PM	0:02:40		Internal
621942040031			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 Mar, 2025 01:31:56 PM	09 Apr, 2025 03:52:49 PM	31 Mar, 2025 01:04:44 PM	0:02:40		Internal
621942040031			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 Mar, 2025 01:31:56 PM	09 Apr, 2025 03:52:49 PM	31 Mar, 2025 01:04:44 PM	0:02:40		Internal
621942040031			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 Mar, 2025 01:31:56 PM	09 Apr, 2025 03:52:49 PM	31 Mar, 2025 01:04:44 PM	0:02:40		Internal
621942040031			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 Mar, 2025 01:31:56 PM	09 Apr, 2025 03:52:49 PM	31 Mar, 2025 01:04:44 PM	0:02:40		Internal
621942040031			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 Mar, 2025 01:31:56 PM	09 Apr, 2025 03:52:49 PM	31 Mar, 2025 01:04:44 PM	0:02:40		Internal
621942040031			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 Mar, 2025 01:31:56 PM	09 Apr, 2025 03:52:49 PM	31 Mar, 2025 01:04:44 PM	0:02:40		Internal
621942040031			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		31 Mar, 2025 01:31:56 PM	09 Apr, 2025 03:52:49 PM	31 Mar, 2025 01:04:44 PM	0:02:40		Internal
621942040031			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 Mar, 2025 01:31:56 PM	09 Apr, 2025 03:52:49 PM	31 Mar, 2025 01:04:44 PM	0:02:40		Internal
621942040031			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 Mar, 2025 01:31:56 PM	09 Apr, 2025 03:52:49 PM	31 Mar, 2025 01:04:44 PM	0:02:40		Internal
621942040031			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 Mar, 2025 01:31:56 PM	09 Apr, 2025 03:52:49 PM	31 Mar, 2025 01:04:44 PM	0:02:40		Internal
621942040031			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		31 Mar, 2025 01:31:56 PM	09 Apr, 2025 03:52:49 PM	31 Mar, 2025 01:04:44 PM	0:02:40		Internal
621942040031			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 Mar, 2025 01:31:56 PM	09 Apr, 2025 03:52:49 PM	31 Mar, 2025 01:04:44 PM	0:02:40		Internal
621942040031			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 Mar, 2025 01:31:56 PM	09 Apr, 2025 03:52:49 PM	31 Mar, 2025 01:04:44 PM	0:02:40		Internal
621942040031			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 Mar, 2025 01:31:56 PM	09 Apr, 2025 03:52:49 PM	31 Mar, 2025 01:04:44 PM	0:02:40		Internal
621943428762			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Apr, 2025 03:51:35 PM	09 Apr, 2025 03:55:41 PM	08 Apr, 2025 09:34:07 PM	0:02:10		Internal
621943428762			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Apr, 2025 03:51:35 PM	09 Apr, 2025 03:55:41 PM	08 Apr, 2025 09:34:07 PM	0:02:10		Internal
621943428762			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Apr, 2025 03:51:35 PM	09 Apr, 2025 03:55:41 PM	08 Apr, 2025 09:34:07 PM	0:02:10		Internal
621943428762			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Apr, 2025 03:51:35 PM	09 Apr, 2025 03:55:41 PM	08 Apr, 2025 09:34:07 PM	0:02:10		Internal
621943428762			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Apr, 2025 03:51:35 PM	09 Apr, 2025 03:55:41 PM	08 Apr, 2025 09:34:07 PM	0:02:10		Internal
621943428762			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Apr, 2025 03:51:35 PM	09 Apr, 2025 03:55:41 PM	08 Apr, 2025 09:34:07 PM	0:02:10		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621943428762	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	09 Apr, 2025 03:51:35 PM	09 Apr, 2025 03:55:41 PM	08 Apr, 2025 09:34:07 PM	0:02:10		Internal
621943428762			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Apr, 2025 03:51:35 PM	09 Apr, 2025 03:55:41 PM	08 Apr, 2025 09:34:07 PM	0:02:10		Internal
621943428762			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Apr, 2025 03:51:35 PM	09 Apr, 2025 03:55:41 PM	08 Apr, 2025 09:34:07 PM	0:02:10		Internal
621943428762			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Apr, 2025 03:51:35 PM	09 Apr, 2025 03:55:41 PM	08 Apr, 2025 09:34:07 PM	0:02:10		Internal
621943428762			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Apr, 2025 03:51:35 PM	09 Apr, 2025 03:55:41 PM	08 Apr, 2025 09:34:07 PM	0:02:10		Internal
621943428762			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Apr, 2025 03:51:35 PM	09 Apr, 2025 03:55:41 PM	08 Apr, 2025 09:34:07 PM	0:02:10		Internal
621943428762			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Apr, 2025 03:51:35 PM	09 Apr, 2025 03:55:41 PM	08 Apr, 2025 09:34:07 PM	0:02:10		Internal
621943428762			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Apr, 2025 03:51:35 PM	09 Apr, 2025 03:55:41 PM	08 Apr, 2025 09:34:07 PM	0:02:10		Internal
621943428762			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Apr, 2025 03:51:35 PM	09 Apr, 2025 03:55:41 PM	08 Apr, 2025 09:34:07 PM	0:02:10		Internal
621943428762			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Apr, 2025 03:51:35 PM	09 Apr, 2025 03:55:41 PM	08 Apr, 2025 09:34:07 PM	0:02:10		Internal
621943428762			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Apr, 2025 03:51:35 PM	09 Apr, 2025 03:55:41 PM	08 Apr, 2025 09:34:07 PM	0:02:10		Internal
621943428762			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Apr, 2025 03:51:35 PM	09 Apr, 2025 03:55:41 PM	08 Apr, 2025 09:34:07 PM	0:02:10		Internal
621943428762			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Apr, 2025 03:51:35 PM	09 Apr, 2025 03:55:41 PM	08 Apr, 2025 09:34:07 PM	0:02:10		Internal
621943428762			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Apr, 2025 03:51:35 PM	09 Apr, 2025 03:55:41 PM	08 Apr, 2025 09:34:07 PM	0:02:10		Internal
621943428762			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Apr, 2025 03:51:35 PM	09 Apr, 2025 03:55:41 PM	08 Apr, 2025 09:34:07 PM	0:02:10		Internal
621943428762			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Apr, 2025 03:51:35 PM	09 Apr, 2025 03:55:41 PM	08 Apr, 2025 09:34:07 PM	0:02:10		Internal
621943428762			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		09 Apr, 2025 03:51:35 PM	09 Apr, 2025 03:55:41 PM	08 Apr, 2025 09:34:07 PM	0:02:10		Internal
621943428762			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Apr, 2025 03:51:35 PM	09 Apr, 2025 03:55:41 PM	08 Apr, 2025 09:34:07 PM	0:02:10		Internal
621943428762			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Apr, 2025 03:51:35 PM	09 Apr, 2025 03:55:41 PM	08 Apr, 2025 09:34:07 PM	0:02:10		Internal
621943428762			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Apr, 2025 03:51:35 PM	09 Apr, 2025 03:55:41 PM	08 Apr, 2025 09:34:07 PM	0:02:10		Internal
621943306393			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Apr, 2025 03:00:33 PM	09 Apr, 2025 04:15:51 PM	08 Apr, 2025 02:51:16 PM	0:02:02		Internal
621943306393			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Apr, 2025 03:00:33 PM	09 Apr, 2025 04:15:51 PM	08 Apr, 2025 02:51:16 PM	0:02:02		Internal
621943306393			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Apr, 2025 03:00:33 PM	09 Apr, 2025 04:15:51 PM	08 Apr, 2025 02:51:16 PM	0:02:02		Internal
621943306393			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Apr, 2025 03:00:33 PM	09 Apr, 2025 04:15:51 PM	08 Apr, 2025 02:51:16 PM	0:02:02		Internal
621943306393			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Apr, 2025 03:00:33 PM	09 Apr, 2025 04:15:51 PM	08 Apr, 2025 02:51:16 PM	0:02:02		Internal
621943306393			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Apr, 2025 03:00:33 PM	09 Apr, 2025 04:15:51 PM	08 Apr, 2025 02:51:16 PM	0:02:02		Internal
621943306393			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Apr, 2025 03:00:33 PM	09 Apr, 2025 04:15:51 PM	08 Apr, 2025 02:51:16 PM	0:02:02		Internal
621943306393			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Apr, 2025 03:00:33 PM	09 Apr, 2025 04:15:51 PM	08 Apr, 2025 02:51:16 PM	0:02:02		Internal
621943306393			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Apr, 2025 03:00:33 PM	09 Apr, 2025 04:15:51 PM	08 Apr, 2025 02:51:16 PM	0:02:02		Internal
621943306393			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Apr, 2025 03:00:33 PM	09 Apr, 2025 04:15:51 PM	08 Apr, 2025 02:51:16 PM	0:02:02		Internal
621943306393			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Apr, 2025 03:00:33 PM	09 Apr, 2025 04:15:51 PM	08 Apr, 2025 02:51:16 PM	0:02:02		Internal
621943306393			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Apr, 2025 03:00:33 PM	09 Apr, 2025 04:15:51 PM	08 Apr, 2025 02:51:16 PM	0:02:02		Internal
621943306393			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Apr, 2025 03:00:33 PM	09 Apr, 2025 04:15:51 PM	08 Apr, 2025 02:51:16 PM	0:02:02		Internal
621943306393			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Apr, 2025 03:00:33 PM	09 Apr, 2025 04:15:51 PM	08 Apr, 2025 02:51:16 PM	0:02:02		Internal
621943306393			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Apr, 2025 03:00:33 PM	09 Apr, 2025 04:15:51 PM	08 Apr, 2025 02:51:16 PM	0:02:02		Internal
621943306393			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Apr, 2025 03:00:33 PM	09 Apr, 2025 04:15:51 PM	08 Apr, 2025 02:51:16 PM	0:02:02		Internal
621943306393			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Apr, 2025 03:00:33 PM	09 Apr, 2025 04:15:51 PM	08 Apr, 2025 02:51:16 PM	0:02:02		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621943306393			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Apr, 2025 03:00:33 PM	09 Apr, 2025 04:15:51 PM	08 Apr, 2025 02:51:16 PM	0:02:02		Internal
621943306393			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Apr, 2025 03:00:33 PM	09 Apr, 2025 04:15:51 PM	08 Apr, 2025 02:51:16 PM	0:02:02		Internal
621943306393			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Apr, 2025 03:00:33 PM	09 Apr, 2025 04:15:51 PM	08 Apr, 2025 02:51:16 PM	0:02:02		Internal
621943306393			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Apr, 2025 03:00:33 PM	09 Apr, 2025 04:15:51 PM	08 Apr, 2025 02:51:16 PM	0:02:02		Internal
621943306393			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Apr, 2025 03:00:33 PM	09 Apr, 2025 04:15:51 PM	08 Apr, 2025 02:51:16 PM	0:02:02		Internal
621943306393			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		09 Apr, 2025 03:00:33 PM	09 Apr, 2025 04:15:51 PM	08 Apr, 2025 02:51:16 PM	0:02:02		Internal
621943306393			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Apr, 2025 03:00:33 PM	09 Apr, 2025 04:15:51 PM	08 Apr, 2025 02:51:16 PM	0:02:02		Internal
621943306393			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Apr, 2025 03:00:33 PM	09 Apr, 2025 04:15:51 PM	08 Apr, 2025 02:51:16 PM	0:02:02		Internal
621943306393			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Apr, 2025 03:00:33 PM	09 Apr, 2025 04:15:51 PM	08 Apr, 2025 02:51:16 PM	0:02:02		Internal
621942955205			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Apr, 2025 07:48:49 PM	09 Apr, 2025 04:37:41 PM	04 Apr, 2025 07:58:18 PM	0:06:36		Internal
621942955205			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Apr, 2025 07:48:49 PM	09 Apr, 2025 04:37:41 PM	04 Apr, 2025 07:58:18 PM	0:06:36		Internal
621942955205			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Apr, 2025 07:48:49 PM	09 Apr, 2025 04:37:41 PM	04 Apr, 2025 07:58:18 PM	0:06:36		Internal
621942955205			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Apr, 2025 07:48:49 PM	09 Apr, 2025 04:37:41 PM	04 Apr, 2025 07:58:18 PM	0:06:36		Internal
621942955205			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Apr, 2025 07:48:49 PM	09 Apr, 2025 04:37:41 PM	04 Apr, 2025 07:58:18 PM	0:06:36		Internal
621942955205			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Apr, 2025 07:48:49 PM	09 Apr, 2025 04:37:41 PM	04 Apr, 2025 07:58:18 PM	0:06:36		Internal
621942955205			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Apr, 2025 07:48:49 PM	09 Apr, 2025 04:37:41 PM	04 Apr, 2025 07:58:18 PM	0:06:36		Internal
621942955205			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Apr, 2025 07:48:49 PM	09 Apr, 2025 04:37:41 PM	04 Apr, 2025 07:58:18 PM	0:06:36		Internal
621942955205			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Apr, 2025 07:48:49 PM	09 Apr, 2025 04:37:41 PM	04 Apr, 2025 07:58:18 PM	0:06:36		Internal
621942955205			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Apr, 2025 07:48:49 PM	09 Apr, 2025 04:37:41 PM	04 Apr, 2025 07:58:18 PM	0:06:36		Internal
621942955205			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Apr, 2025 07:48:49 PM	09 Apr, 2025 04:37:41 PM	04 Apr, 2025 07:58:18 PM	0:06:36		Internal
621942955205			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Apr, 2025 07:48:49 PM	09 Apr, 2025 04:37:41 PM	04 Apr, 2025 07:58:18 PM	0:06:36		Internal
621942955205			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Apr, 2025 07:48:49 PM	09 Apr, 2025 04:37:41 PM	04 Apr, 2025 07:58:18 PM	0:06:36		Internal
621942955205			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Apr, 2025 07:48:49 PM	09 Apr, 2025 04:37:41 PM	04 Apr, 2025 07:58:18 PM	0:06:36		Internal
621942955205			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Apr, 2025 07:48:49 PM	09 Apr, 2025 04:37:41 PM	04 Apr, 2025 07:58:18 PM	0:06:36		Internal
621942955205			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Apr, 2025 07:48:49 PM	09 Apr, 2025 04:37:41 PM	04 Apr, 2025 07:58:18 PM	0:06:36		Internal
621942955205			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Apr, 2025 07:48:49 PM	09 Apr, 2025 04:37:41 PM	04 Apr, 2025 07:58:18 PM	0:06:36		Internal
621942955205			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Apr, 2025 07:48:49 PM	09 Apr, 2025 04:37:41 PM	04 Apr, 2025 07:58:18 PM	0:06:36		Internal
621942955205			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Apr, 2025 07:48:49 PM	09 Apr, 2025 04:37:41 PM	04 Apr, 2025 07:58:18 PM	0:06:36		Internal
621942955205			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Apr, 2025 07:48:49 PM	09 Apr, 2025 04:37:41 PM	04 Apr, 2025 07:58:18 PM	0:06:36		Internal
621942955205			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Apr, 2025 07:48:49 PM	09 Apr, 2025 04:37:41 PM	04 Apr, 2025 07:58:18 PM	0:06:36		Internal
621942955205			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Apr, 2025 07:48:49 PM	09 Apr, 2025 04:37:41 PM	04 Apr, 2025 07:58:18 PM	0:06:36		Internal
621942955205			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		07 Apr, 2025 07:48:49 PM	09 Apr, 2025 04:37:41 PM	04 Apr, 2025 07:58:18 PM	0:06:36		Internal
621942955205			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Apr, 2025 07:48:49 PM	09 Apr, 2025 04:37:41 PM	04 Apr, 2025 07:58:18 PM	0:06:36		Internal
621942955205			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Apr, 2025 07:48:49 PM	09 Apr, 2025 04:37:41 PM	04 Apr, 2025 07:58:18 PM	0:06:36		Internal
621942955205			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Apr, 2025 07:48:49 PM	09 Apr, 2025 04:37:41 PM	04 Apr, 2025 07:58:18 PM	0:06:36		Internal
621943453523			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Apr, 2025 04:29:56 PM	09 Apr, 2025 04:38:39 PM	09 Apr, 2025 12:03:25 PM	0:06:48		Internal
621943453523			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Apr, 2025 04:29:56 PM	09 Apr, 2025 04:38:39 PM	09 Apr, 2025 12:03:25 PM	0:06:48		Internal
621943453523			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Apr, 2025 04:29:56 PM	09 Apr, 2025 04:38:39 PM	09 Apr, 2025 12:03:25 PM	0:06:48		Internal
621943453523			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Apr, 2025 04:29:56 PM	09 Apr, 2025 04:38:39 PM	09 Apr, 2025 12:03:25 PM	0:06:48		Internal
621943453523			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Apr, 2025 04:29:56 PM	09 Apr, 2025 04:38:39 PM	09 Apr, 2025 12:03:25 PM	0:06:48		Internal
621943453523			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Apr, 2025 04:29:56 PM	09 Apr, 2025 04:38:39 PM	09 Apr, 2025 12:03:25 PM	0:06:48		Internal
621943453523			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Apr, 2025 04:29:56 PM	09 Apr, 2025 04:38:39 PM	09 Apr, 2025 12:03:25 PM	0:06:48		Internal
621943453523			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Apr, 2025 04:29:56 PM	09 Apr, 2025 04:38:39 PM	09 Apr, 2025 12:03:25 PM	0:06:48		Internal
621943453523			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Apr, 2025 04:29:56 PM	09 Apr, 2025 04:38:39 PM	09 Apr, 2025 12:03:25 PM	0:06:48		Internal
621943453523			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Apr, 2025 04:29:56 PM	09 Apr, 2025 04:38:39 PM	09 Apr, 2025 12:03:25 PM	0:06:48		Internal
621943453523			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Apr, 2025 04:29:56 PM	09 Apr, 2025 04:38:39 PM	09 Apr, 2025 12:03:25 PM	0:06:48		Internal
621943453523			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Apr, 2025 04:29:56 PM	09 Apr, 2025 04:38:39 PM	09 Apr, 2025 12:03:25 PM	0:06:48		Internal
621943453523			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Apr, 2025 04:29:56 PM	09 Apr, 2025 04:38:39 PM	09 Apr, 2025 12:03:25 PM	0:06:48		Internal
621943453523			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Apr, 2025 04:29:56 PM	09 Apr, 2025 04:38:39 PM	09 Apr, 2025 12:03:25 PM	0:06:48		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621943453523	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	09 Apr, 2025 04:29:56 PM	09 Apr, 2025 04:38:39 PM	09 Apr, 2025 12:03:25 PM	0:06:48		Internal
621943453523			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Apr, 2025 04:29:56 PM	09 Apr, 2025 04:38:39 PM	09 Apr, 2025 12:03:25 PM	0:06:48		Internal
621943453523			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Apr, 2025 04:29:56 PM	09 Apr, 2025 04:38:39 PM	09 Apr, 2025 12:03:25 PM	0:06:48		Internal
621943453523			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Apr, 2025 04:29:56 PM	09 Apr, 2025 04:38:39 PM	09 Apr, 2025 12:03:25 PM	0:06:48		Internal
621943453523			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Apr, 2025 04:29:56 PM	09 Apr, 2025 04:38:39 PM	09 Apr, 2025 12:03:25 PM	0:06:48		Internal
621943453523			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Apr, 2025 04:29:56 PM	09 Apr, 2025 04:38:39 PM	09 Apr, 2025 12:03:25 PM	0:06:48		Internal
621943453523			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Apr, 2025 04:29:56 PM	09 Apr, 2025 04:38:39 PM	09 Apr, 2025 12:03:25 PM	0:06:48		Internal
621943453523			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Apr, 2025 04:29:56 PM	09 Apr, 2025 04:38:39 PM	09 Apr, 2025 12:03:25 PM	0:06:48		Internal
621943453523			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		09 Apr, 2025 04:29:56 PM	09 Apr, 2025 04:38:39 PM	09 Apr, 2025 12:03:25 PM	0:06:48		Internal
621943453523			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Apr, 2025 04:29:56 PM	09 Apr, 2025 04:38:39 PM	09 Apr, 2025 12:03:25 PM	0:06:48		Internal
621943453523			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Apr, 2025 04:29:56 PM	09 Apr, 2025 04:38:39 PM	09 Apr, 2025 12:03:25 PM	0:06:48		Internal
621943453523			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Apr, 2025 04:29:56 PM	09 Apr, 2025 04:38:39 PM	09 Apr, 2025 12:03:25 PM	0:06:48		Internal
621942847297			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Apr, 2025 04:50:41 PM	09 Apr, 2025 04:53:59 PM	04 Apr, 2025 01:44:32 PM	0:03:21		Internal
621942847297			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Apr, 2025 04:50:41 PM	09 Apr, 2025 04:53:59 PM	04 Apr, 2025 01:44:32 PM	0:03:21		Internal
621942847297			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Apr, 2025 04:50:41 PM	09 Apr, 2025 04:53:59 PM	04 Apr, 2025 01:44:32 PM	0:03:21		Internal
621942847297			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Apr, 2025 04:50:41 PM	09 Apr, 2025 04:53:59 PM	04 Apr, 2025 01:44:32 PM	0:03:21		Internal
621942847297			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Apr, 2025 04:50:41 PM	09 Apr, 2025 04:53:59 PM	04 Apr, 2025 01:44:32 PM	0:03:21		Internal
621942847297			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Apr, 2025 04:50:41 PM	09 Apr, 2025 04:53:59 PM	04 Apr, 2025 01:44:32 PM	0:03:21		Internal
621942847297			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Apr, 2025 04:50:41 PM	09 Apr, 2025 04:53:59 PM	04 Apr, 2025 01:44:32 PM	0:03:21		Internal
621942847297			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Apr, 2025 04:50:41 PM	09 Apr, 2025 04:53:59 PM	04 Apr, 2025 01:44:32 PM	0:03:21		Internal
621942847297			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Apr, 2025 04:50:41 PM	09 Apr, 2025 04:53:59 PM	04 Apr, 2025 01:44:32 PM	0:03:21		Internal
621942847297			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Apr, 2025 04:50:41 PM	09 Apr, 2025 04:53:59 PM	04 Apr, 2025 01:44:32 PM	0:03:21		Internal
621942847297			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Apr, 2025 04:50:41 PM	09 Apr, 2025 04:53:59 PM	04 Apr, 2025 01:44:32 PM	0:03:21		Internal
621942847297			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Apr, 2025 04:50:41 PM	09 Apr, 2025 04:53:59 PM	04 Apr, 2025 01:44:32 PM	0:03:21		Internal
621942847297			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Apr, 2025 04:50:41 PM	09 Apr, 2025 04:53:59 PM	04 Apr, 2025 01:44:32 PM	0:03:21		Internal
621942847297			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Apr, 2025 04:50:41 PM	09 Apr, 2025 04:53:59 PM	04 Apr, 2025 01:44:32 PM	0:03:21		Internal
621942847297			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Apr, 2025 04:50:41 PM	09 Apr, 2025 04:53:59 PM	04 Apr, 2025 01:44:32 PM	0:03:21		Internal
621942847297			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Apr, 2025 04:50:41 PM	09 Apr, 2025 04:53:59 PM	04 Apr, 2025 01:44:32 PM	0:03:21		Internal
621942847297			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Apr, 2025 04:50:41 PM	09 Apr, 2025 04:53:59 PM	04 Apr, 2025 01:44:32 PM	0:03:21		Internal
621942847297			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Apr, 2025 04:50:41 PM	09 Apr, 2025 04:53:59 PM	04 Apr, 2025 01:44:32 PM	0:03:21		Internal
621942847297			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Apr, 2025 04:50:41 PM	09 Apr, 2025 04:53:59 PM	04 Apr, 2025 01:44:32 PM	0:03:21		Internal
621942847297			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Apr, 2025 04:50:41 PM	09 Apr, 2025 04:53:59 PM	04 Apr, 2025 01:44:32 PM	0:03:21		Internal
621942847297			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Apr, 2025 04:50:41 PM	09 Apr, 2025 04:53:59 PM	04 Apr, 2025 01:44:32 PM	0:03:21		Internal
621942847297			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Apr, 2025 04:50:41 PM	09 Apr, 2025 04:53:59 PM	04 Apr, 2025 01:44:32 PM	0:03:21		Internal
621942847297			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		09 Apr, 2025 04:50:41 PM	09 Apr, 2025 04:53:59 PM	04 Apr, 2025 01:44:32 PM	0:03:21		Internal
621942847297			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Apr, 2025 04:50:41 PM	09 Apr, 2025 04:53:59 PM	04 Apr, 2025 01:44:32 PM	0:03:21		Internal
621942847297			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Apr, 2025 04:50:41 PM	09 Apr, 2025 04:53:59 PM	04 Apr, 2025 01:44:32 PM	0:03:21		Internal
621942847297			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Apr, 2025 04:50:41 PM	09 Apr, 2025 04:53:59 PM	04 Apr, 2025 01:44:32 PM	0:03:21		Internal
621943443323			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Apr, 2025 05:15:04 PM	09 Apr, 2025 05:20:49 PM	08 Apr, 2025 11:57:59 PM	0:02:34		Internal
621943443323			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Apr, 2025 05:15:04 PM	09 Apr, 2025 05:20:49 PM	08 Apr, 2025 11:57:59 PM	0:02:34		Internal
621943443323			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Apr, 2025 05:15:04 PM	09 Apr, 2025 05:20:49 PM	08 Apr, 2025 11:57:59 PM	0:02:34		Internal

Master Contact	[redacted]	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621943443323		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Apr, 2025 05:15:04 PM	09 Apr, 2025 05:20:49 PM	08 Apr, 2025 11:57:59 PM	0:02:34		Internal
621943443323		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Apr, 2025 05:15:04 PM	09 Apr, 2025 05:20:49 PM	08 Apr, 2025 11:57:59 PM	0:02:34		Internal
621943443323		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Apr, 2025 05:15:04 PM	09 Apr, 2025 05:20:49 PM	08 Apr, 2025 11:57:59 PM	0:02:34		Internal
621943443323		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Apr, 2025 05:15:04 PM	09 Apr, 2025 05:20:49 PM	08 Apr, 2025 11:57:59 PM	0:02:34		Internal
621943443323		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Apr, 2025 05:15:04 PM	09 Apr, 2025 05:20:49 PM	08 Apr, 2025 11:57:59 PM	0:02:34		Internal
621943443323		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Apr, 2025 05:15:04 PM	09 Apr, 2025 05:20:49 PM	08 Apr, 2025 11:57:59 PM	0:02:34		Internal
621943443323		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Apr, 2025 05:15:04 PM	09 Apr, 2025 05:20:49 PM	08 Apr, 2025 11:57:59 PM	0:02:34		Internal
621943443323		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Apr, 2025 05:15:04 PM	09 Apr, 2025 05:20:49 PM	08 Apr, 2025 11:57:59 PM	0:02:34		Internal
621943443323		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Apr, 2025 05:15:04 PM	09 Apr, 2025 05:20:49 PM	08 Apr, 2025 11:57:59 PM	0:02:34		Internal
621943443323		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Apr, 2025 05:15:04 PM	09 Apr, 2025 05:20:49 PM	08 Apr, 2025 11:57:59 PM	0:02:34		Internal
621943443323		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Apr, 2025 05:15:04 PM	09 Apr, 2025 05:20:49 PM	08 Apr, 2025 11:57:59 PM	0:02:34		Internal
621943443323		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Apr, 2025 05:15:04 PM	09 Apr, 2025 05:20:49 PM	08 Apr, 2025 11:57:59 PM	0:02:34		Internal
621943443323		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Apr, 2025 05:15:04 PM	09 Apr, 2025 05:20:49 PM	08 Apr, 2025 11:57:59 PM	0:02:34		Internal
621943443323		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Apr, 2025 05:15:04 PM	09 Apr, 2025 05:20:49 PM	08 Apr, 2025 11:57:59 PM	0:02:34		Internal
621943443323		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Apr, 2025 05:15:04 PM	09 Apr, 2025 05:20:49 PM	08 Apr, 2025 11:57:59 PM	0:02:34		Internal
621943443323		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Apr, 2025 05:15:04 PM	09 Apr, 2025 05:20:49 PM	08 Apr, 2025 11:57:59 PM	0:02:34		Internal
621943443323		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Apr, 2025 05:15:04 PM	09 Apr, 2025 05:20:49 PM	08 Apr, 2025 11:57:59 PM	0:02:34		Internal
621943443323		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Apr, 2025 05:15:04 PM	09 Apr, 2025 05:20:49 PM	08 Apr, 2025 11:57:59 PM	0:02:34		Internal
621943443323		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Apr, 2025 05:15:04 PM	09 Apr, 2025 05:20:49 PM	08 Apr, 2025 11:57:59 PM	0:02:34		Internal
621943443323		CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		09 Apr, 2025 05:15:04 PM	09 Apr, 2025 05:20:49 PM	08 Apr, 2025 11:57:59 PM	0:02:34		Internal
621943443323		CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Apr, 2025 05:15:04 PM	09 Apr, 2025 05:20:49 PM	08 Apr, 2025 11:57:59 PM	0:02:34		Internal
621943443323		CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Apr, 2025 05:15:04 PM	09 Apr, 2025 05:20:49 PM	08 Apr, 2025 11:57:59 PM	0:02:34		Internal
621943443323		CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Apr, 2025 05:15:04 PM	09 Apr, 2025 05:20:49 PM	08 Apr, 2025 11:57:59 PM	0:02:34		Internal
621943364269		CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Apr, 2025 05:39:11 PM	09 Apr, 2025 05:41:58 PM	08 Apr, 2025 05:46:41 PM	0:02:40		Internal
621943364269		CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Apr, 2025 05:39:11 PM	09 Apr, 2025 05:41:58 PM	08 Apr, 2025 05:46:41 PM	0:02:40		Internal
621943364269		CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Apr, 2025 05:39:11 PM	09 Apr, 2025 05:41:58 PM	08 Apr, 2025 05:46:41 PM	0:02:40		Internal
621943364269		CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Apr, 2025 05:39:11 PM	09 Apr, 2025 05:41:58 PM	08 Apr, 2025 05:46:41 PM	0:02:40		Internal
621943364269		CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Apr, 2025 05:39:11 PM	09 Apr, 2025 05:41:58 PM	08 Apr, 2025 05:46:41 PM	0:02:40		Internal
621943364269		CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Apr, 2025 05:39:11 PM	09 Apr, 2025 05:41:58 PM	08 Apr, 2025 05:46:41 PM	0:02:40		Internal
621943364269		CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Apr, 2025 05:39:11 PM	09 Apr, 2025 05:41:58 PM	08 Apr, 2025 05:46:41 PM	0:02:40		Internal
621943364269		CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Apr, 2025 05:39:11 PM	09 Apr, 2025 05:41:58 PM	08 Apr, 2025 05:46:41 PM	0:02:40		Internal
621943364269		CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Apr, 2025 05:39:11 PM	09 Apr, 2025 05:41:58 PM	08 Apr, 2025 05:46:41 PM	0:02:40		Internal
621943364269		CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Apr, 2025 05:39:11 PM	09 Apr, 2025 05:41:58 PM	08 Apr, 2025 05:46:41 PM	0:02:40		Internal
621943364269		CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Apr, 2025 05:39:11 PM	09 Apr, 2025 05:41:58 PM	08 Apr, 2025 05:46:41 PM	0:02:40		Internal
621943364269		CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Apr, 2025 05:39:11 PM	09 Apr, 2025 05:41:58 PM	08 Apr, 2025 05:46:41 PM	0:02:40		Internal
621943364269		CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Apr, 2025 05:39:11 PM	09 Apr, 2025 05:41:58 PM	08 Apr, 2025 05:46:41 PM	0:02:40		Internal
621943364269		CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Apr, 2025 05:39:11 PM	09 Apr, 2025 05:41:58 PM	08 Apr, 2025 05:46:41 PM	0:02:40		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621943364269	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	09 Apr, 2025 05:39:11 PM	09 Apr, 2025 05:41:58 PM	08 Apr, 2025 05:46:41 PM	0:02:40		Internal
621943364269			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Apr, 2025 05:39:11 PM	09 Apr, 2025 05:41:58 PM	08 Apr, 2025 05:46:41 PM	0:02:40		Internal
621943364269			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Apr, 2025 05:39:11 PM	09 Apr, 2025 05:41:58 PM	08 Apr, 2025 05:46:41 PM	0:02:40		Internal
621943364269			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Apr, 2025 05:39:11 PM	09 Apr, 2025 05:41:58 PM	08 Apr, 2025 05:46:41 PM	0:02:40		Internal
621943364269			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Apr, 2025 05:39:11 PM	09 Apr, 2025 05:41:58 PM	08 Apr, 2025 05:46:41 PM	0:02:40		Internal
621943364269			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Apr, 2025 05:39:11 PM	09 Apr, 2025 05:41:58 PM	08 Apr, 2025 05:46:41 PM	0:02:40		Internal
621943364269			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Apr, 2025 05:39:11 PM	09 Apr, 2025 05:41:58 PM	08 Apr, 2025 05:46:41 PM	0:02:40		Internal
621943364269			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Apr, 2025 05:39:11 PM	09 Apr, 2025 05:41:58 PM	08 Apr, 2025 05:46:41 PM	0:02:40		Internal
621943364269			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		09 Apr, 2025 05:39:11 PM	09 Apr, 2025 05:41:58 PM	08 Apr, 2025 05:46:41 PM	0:02:40		Internal
621943364269			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Apr, 2025 05:39:11 PM	09 Apr, 2025 05:41:58 PM	08 Apr, 2025 05:46:41 PM	0:02:40		Internal
621943364269			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Apr, 2025 05:39:11 PM	09 Apr, 2025 05:41:58 PM	08 Apr, 2025 05:46:41 PM	0:02:40		Internal
621943364269			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Apr, 2025 05:39:11 PM	09 Apr, 2025 05:41:58 PM	08 Apr, 2025 05:46:41 PM	0:02:40		Internal
621942592775			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Apr, 2025 04:01:23 AM	09 Apr, 2025 05:45:18 PM	02 Apr, 2025 08:25:08 PM	0:06:08		Internal
621942592775			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Apr, 2025 04:01:23 AM	09 Apr, 2025 05:45:18 PM	02 Apr, 2025 08:25:08 PM	0:06:08		Internal
621942592775			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Apr, 2025 04:01:23 AM	09 Apr, 2025 05:45:18 PM	02 Apr, 2025 08:25:08 PM	0:06:08		Internal
621942592775			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Apr, 2025 04:01:23 AM	09 Apr, 2025 05:45:18 PM	02 Apr, 2025 08:25:08 PM	0:06:08		Internal
621942592775			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Apr, 2025 04:01:23 AM	09 Apr, 2025 05:45:18 PM	02 Apr, 2025 08:25:08 PM	0:06:08		Internal
621942592775			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Apr, 2025 04:01:23 AM	09 Apr, 2025 05:45:18 PM	02 Apr, 2025 08:25:08 PM	0:06:08		Internal
621942592775			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Apr, 2025 04:01:23 AM	09 Apr, 2025 05:45:18 PM	02 Apr, 2025 08:25:08 PM	0:06:08		Internal
621942592775			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Apr, 2025 04:01:23 AM	09 Apr, 2025 05:45:18 PM	02 Apr, 2025 08:25:08 PM	0:06:08		Internal
621942592775			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Apr, 2025 04:01:23 AM	09 Apr, 2025 05:45:18 PM	02 Apr, 2025 08:25:08 PM	0:06:08		Internal
621942592775			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Apr, 2025 04:01:23 AM	09 Apr, 2025 05:45:18 PM	02 Apr, 2025 08:25:08 PM	0:06:08		Internal
621942592775			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Apr, 2025 04:01:23 AM	09 Apr, 2025 05:45:18 PM	02 Apr, 2025 08:25:08 PM	0:06:08		Internal
621942592775			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Apr, 2025 04:01:23 AM	09 Apr, 2025 05:45:18 PM	02 Apr, 2025 08:25:08 PM	0:06:08		Internal
621942592775			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Apr, 2025 04:01:23 AM	09 Apr, 2025 05:45:18 PM	02 Apr, 2025 08:25:08 PM	0:06:08		Internal
621942592775			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Apr, 2025 04:01:23 AM	09 Apr, 2025 05:45:18 PM	02 Apr, 2025 08:25:08 PM	0:06:08		Internal
621942592775			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Apr, 2025 04:01:23 AM	09 Apr, 2025 05:45:18 PM	02 Apr, 2025 08:25:08 PM	0:06:08		Internal
621942592775			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Apr, 2025 04:01:23 AM	09 Apr, 2025 05:45:18 PM	02 Apr, 2025 08:25:08 PM	0:06:08		Internal
621942592775			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Apr, 2025 04:01:23 AM	09 Apr, 2025 05:45:18 PM	02 Apr, 2025 08:25:08 PM	0:06:08		Internal
621942592775			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Apr, 2025 04:01:23 AM	09 Apr, 2025 05:45:18 PM	02 Apr, 2025 08:25:08 PM	0:06:08		Internal
621942592775			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Apr, 2025 04:01:23 AM	09 Apr, 2025 05:45:18 PM	02 Apr, 2025 08:25:08 PM	0:06:08		Internal
621942592775			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Apr, 2025 04:01:23 AM	09 Apr, 2025 05:45:18 PM	02 Apr, 2025 08:25:08 PM	0:06:08		Internal
621942592775			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Apr, 2025 04:01:23 AM	09 Apr, 2025 05:45:18 PM	02 Apr, 2025 08:25:08 PM	0:06:08		Internal
621942592775			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Apr, 2025 04:01:23 AM	09 Apr, 2025 05:45:18 PM	02 Apr, 2025 08:25:08 PM	0:06:08		Internal
621942592775			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Apr, 2025 04:01:23 AM	09 Apr, 2025 05:45:18 PM	02 Apr, 2025 08:25:08 PM	0:06:08		Internal
621942592775			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Apr, 2025 04:01:23 AM	09 Apr, 2025 05:45:18 PM	02 Apr, 2025 08:25:08 PM	0:06:08		Internal
621942592775			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Apr, 2025 04:01:23 AM	09 Apr, 2025 05:45:18 PM	02 Apr, 2025 08:25:08 PM	0:06:08		Internal
621942592775			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Apr, 2025 04:01:23 AM	09 Apr, 2025 05:45:18 PM	02 Apr, 2025 08:25:08 PM	0:06:08		Internal
621942847488			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Apr, 2025 06:38:13 PM	09 Apr, 2025 06:44:09 PM	04 Apr, 2025 01:45:13 PM	0:02:34		Internal
621942847488			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Apr, 2025 06:38:13 PM	09 Apr, 2025 06:44:09 PM	04 Apr, 2025 01:45:13 PM	0:02:34		Internal
621942847488			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Apr, 2025 06:38:13 PM	09 Apr, 2025 06:44:09 PM	04 Apr, 2025 01:45:13 PM	0:02:34		Internal
621942847488			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Apr, 2025 06:38:13 PM	09 Apr, 2025 06:44:09 PM	04 Apr, 2025 01:45:13 PM	0:02:34		Internal
621942847488			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Apr, 2025 06:38:13 PM	09 Apr, 2025 06:44:09 PM	04 Apr, 2025 01:45:13 PM	0:02:34		Internal
621942847488			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Apr, 2025 06:38:13 PM	09 Apr, 2025 06:44:09 PM	04 Apr, 2025 01:45:13 PM	0:02:34		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621942847488	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	09 Apr, 2025 06:38:13 PM	09 Apr, 2025 06:44:09 PM	04 Apr, 2025 01:45:13 PM	0:02:34		Internal
621942847488			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Apr, 2025 06:38:13 PM	09 Apr, 2025 06:44:09 PM	04 Apr, 2025 01:45:13 PM	0:02:34		Internal
621942847488			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Apr, 2025 06:38:13 PM	09 Apr, 2025 06:44:09 PM	04 Apr, 2025 01:45:13 PM	0:02:34		Internal
621942847488			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Apr, 2025 06:38:13 PM	09 Apr, 2025 06:44:09 PM	04 Apr, 2025 01:45:13 PM	0:02:34		Internal
621942847488			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Apr, 2025 06:38:13 PM	09 Apr, 2025 06:44:09 PM	04 Apr, 2025 01:45:13 PM	0:02:34		Internal
621942847488			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Apr, 2025 06:38:13 PM	09 Apr, 2025 06:44:09 PM	04 Apr, 2025 01:45:13 PM	0:02:34		Internal
621942847488			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Apr, 2025 06:38:13 PM	09 Apr, 2025 06:44:09 PM	04 Apr, 2025 01:45:13 PM	0:02:34		Internal
621942847488			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Apr, 2025 06:38:13 PM	09 Apr, 2025 06:44:09 PM	04 Apr, 2025 01:45:13 PM	0:02:34		Internal
621942847488			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Apr, 2025 06:38:13 PM	09 Apr, 2025 06:44:09 PM	04 Apr, 2025 01:45:13 PM	0:02:34		Internal
621942847488			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Apr, 2025 06:38:13 PM	09 Apr, 2025 06:44:09 PM	04 Apr, 2025 01:45:13 PM	0:02:34		Internal
621942847488			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Apr, 2025 06:38:13 PM	09 Apr, 2025 06:44:09 PM	04 Apr, 2025 01:45:13 PM	0:02:34		Internal
621942847488			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Apr, 2025 06:38:13 PM	09 Apr, 2025 06:44:09 PM	04 Apr, 2025 01:45:13 PM	0:02:34		Internal
621942847488			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Apr, 2025 06:38:13 PM	09 Apr, 2025 06:44:09 PM	04 Apr, 2025 01:45:13 PM	0:02:34		Internal
621942847488			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Apr, 2025 06:38:13 PM	09 Apr, 2025 06:44:09 PM	04 Apr, 2025 01:45:13 PM	0:02:34		Internal
621942847488			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Apr, 2025 06:38:13 PM	09 Apr, 2025 06:44:09 PM	04 Apr, 2025 01:45:13 PM	0:02:34		Internal
621942847488			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Apr, 2025 06:38:13 PM	09 Apr, 2025 06:44:09 PM	04 Apr, 2025 01:45:13 PM	0:02:34		Internal
621942847488			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		09 Apr, 2025 06:38:13 PM	09 Apr, 2025 06:44:09 PM	04 Apr, 2025 01:45:13 PM	0:02:34		Internal
621942847488			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Apr, 2025 06:38:13 PM	09 Apr, 2025 06:44:09 PM	04 Apr, 2025 01:45:13 PM	0:02:34		Internal
621942847488			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Apr, 2025 06:38:13 PM	09 Apr, 2025 06:44:09 PM	04 Apr, 2025 01:45:13 PM	0:02:34		Internal
621942847488			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Apr, 2025 06:38:13 PM	09 Apr, 2025 06:44:09 PM	04 Apr, 2025 01:45:13 PM	0:02:34		Internal
621942775780			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Apr, 2025 02:01:24 AM	09 Apr, 2025 06:59:43 PM	03 Apr, 2025 07:56:44 PM	0:04:36		Internal
621942775780			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Apr, 2025 02:01:24 AM	09 Apr, 2025 06:59:43 PM	03 Apr, 2025 07:56:44 PM	0:04:36		Internal
621942775780			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Apr, 2025 02:01:24 AM	09 Apr, 2025 06:59:43 PM	03 Apr, 2025 07:56:44 PM	0:04:36		Internal
621942775780			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Apr, 2025 02:01:24 AM	09 Apr, 2025 06:59:43 PM	03 Apr, 2025 07:56:44 PM	0:04:36		Internal
621942775780			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Apr, 2025 02:01:24 AM	09 Apr, 2025 06:59:43 PM	03 Apr, 2025 07:56:44 PM	0:04:36		Internal
621942775780			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Apr, 2025 02:01:24 AM	09 Apr, 2025 06:59:43 PM	03 Apr, 2025 07:56:44 PM	0:04:36		Internal
621942775780			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Apr, 2025 02:01:24 AM	09 Apr, 2025 06:59:43 PM	03 Apr, 2025 07:56:44 PM	0:04:36		Internal
621942775780			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Apr, 2025 02:01:24 AM	09 Apr, 2025 06:59:43 PM	03 Apr, 2025 07:56:44 PM	0:04:36		Internal
621942775780			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Apr, 2025 02:01:24 AM	09 Apr, 2025 06:59:43 PM	03 Apr, 2025 07:56:44 PM	0:04:36		Internal
621942775780			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Apr, 2025 02:01:24 AM	09 Apr, 2025 06:59:43 PM	03 Apr, 2025 07:56:44 PM	0:04:36		Internal
621942775780			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Apr, 2025 02:01:24 AM	09 Apr, 2025 06:59:43 PM	03 Apr, 2025 07:56:44 PM	0:04:36		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Ty		Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621942775780			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Apr, 2025 02:01:24 AM	09 Apr, 2025 06:59:43 PM	03 Apr, 2025 07:56:44 PM	0:04:36		Internal
621942775780			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Apr, 2025 02:01:24 AM	09 Apr, 2025 06:59:43 PM	03 Apr, 2025 07:56:44 PM	0:04:36		Internal
621942775780			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Apr, 2025 02:01:24 AM	09 Apr, 2025 06:59:43 PM	03 Apr, 2025 07:56:44 PM	0:04:36		Internal
621942775780			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Apr, 2025 02:01:24 AM	09 Apr, 2025 06:59:43 PM	03 Apr, 2025 07:56:44 PM	0:04:36		Internal
621942775780			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Apr, 2025 02:01:24 AM	09 Apr, 2025 06:59:43 PM	03 Apr, 2025 07:56:44 PM	0:04:36		Internal
621942775780			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Apr, 2025 02:01:24 AM	09 Apr, 2025 06:59:43 PM	03 Apr, 2025 07:56:44 PM	0:04:36		Internal
621942775780			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Apr, 2025 02:01:24 AM	09 Apr, 2025 06:59:43 PM	03 Apr, 2025 07:56:44 PM	0:04:36		Internal
621942775780			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Apr, 2025 02:01:24 AM	09 Apr, 2025 06:59:43 PM	03 Apr, 2025 07:56:44 PM	0:04:36		Internal
621942775780			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Apr, 2025 02:01:24 AM	09 Apr, 2025 06:59:43 PM	03 Apr, 2025 07:56:44 PM	0:04:36		Internal
621942775780			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Apr, 2025 02:01:24 AM	09 Apr, 2025 06:59:43 PM	03 Apr, 2025 07:56:44 PM	0:04:36		Internal
621942775780			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Apr, 2025 02:01:24 AM	09 Apr, 2025 06:59:43 PM	03 Apr, 2025 07:56:44 PM	0:04:36		Internal
621942775780			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		04 Apr, 2025 02:01:24 AM	09 Apr, 2025 06:59:43 PM	03 Apr, 2025 07:56:44 PM	0:04:36		Internal
621942775780			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Apr, 2025 02:01:24 AM	09 Apr, 2025 06:59:43 PM	03 Apr, 2025 07:56:44 PM	0:04:36		Internal
621942775780			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Apr, 2025 02:01:24 AM	09 Apr, 2025 06:59:43 PM	03 Apr, 2025 07:56:44 PM	0:04:36		Internal
621942775780			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Apr, 2025 02:01:24 AM	09 Apr, 2025 06:59:43 PM	03 Apr, 2025 07:56:44 PM	0:04:36		Internal
621943455368			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Apr, 2025 06:33:31 PM	09 Apr, 2025 07:07:54 PM	09 Apr, 2025 12:12:38 PM	0:06:48		Internal
621943455368			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Apr, 2025 06:33:31 PM	09 Apr, 2025 07:07:54 PM	09 Apr, 2025 12:12:38 PM	0:06:48		Internal
621943455368			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Apr, 2025 06:33:31 PM	09 Apr, 2025 07:07:54 PM	09 Apr, 2025 12:12:38 PM	0:06:48		Internal
621943455368			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Apr, 2025 06:33:31 PM	09 Apr, 2025 07:07:54 PM	09 Apr, 2025 12:12:38 PM	0:06:48		Internal
621943455368			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Apr, 2025 06:33:31 PM	09 Apr, 2025 07:07:54 PM	09 Apr, 2025 12:12:38 PM	0:06:48		Internal
621943455368			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Apr, 2025 06:33:31 PM	09 Apr, 2025 07:07:54 PM	09 Apr, 2025 12:12:38 PM	0:06:48		Internal
621943455368			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Apr, 2025 06:33:31 PM	09 Apr, 2025 07:07:54 PM	09 Apr, 2025 12:12:38 PM	0:06:48		Internal
621943455368			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Apr, 2025 06:33:31 PM	09 Apr, 2025 07:07:54 PM	09 Apr, 2025 12:12:38 PM	0:06:48		Internal
621943455368			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Apr, 2025 06:33:31 PM	09 Apr, 2025 07:07:54 PM	09 Apr, 2025 12:12:38 PM	0:06:48		Internal
621943455368			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Apr, 2025 06:33:31 PM	09 Apr, 2025 07:07:54 PM	09 Apr, 2025 12:12:38 PM	0:06:48		Internal
621943455368			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Apr, 2025 06:33:31 PM	09 Apr, 2025 07:07:54 PM	09 Apr, 2025 12:12:38 PM	0:06:48		Internal
621943455368			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Apr, 2025 06:33:31 PM	09 Apr, 2025 07:07:54 PM	09 Apr, 2025 12:12:38 PM	0:06:48		Internal
621943455368			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Apr, 2025 06:33:31 PM	09 Apr, 2025 07:07:54 PM	09 Apr, 2025 12:12:38 PM	0:06:48		Internal
621943455368			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Apr, 2025 06:33:31 PM	09 Apr, 2025 07:07:54 PM	09 Apr, 2025 12:12:38 PM	0:06:48		Internal
621943455368			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Apr, 2025 06:33:31 PM	09 Apr, 2025 07:07:54 PM	09 Apr, 2025 12:12:38 PM	0:06:48		Internal
621943455368			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Apr, 2025 06:33:31 PM	09 Apr, 2025 07:07:54 PM	09 Apr, 2025 12:12:38 PM	0:06:48		Internal
621943455368			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Apr, 2025 06:33:31 PM	09 Apr, 2025 07:07:54 PM	09 Apr, 2025 12:12:38 PM	0:06:48		Internal
621943455368			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Apr, 2025 06:33:31 PM	09 Apr, 2025 07:07:54 PM	09 Apr, 2025 12:12:38 PM	0:06:48		Internal
621943455368			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Apr, 2025 06:33:31 PM	09 Apr, 2025 07:07:54 PM	09 Apr, 2025 12:12:38 PM	0:06:48		Internal
621943455368			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Apr, 2025 06:33:31 PM	09 Apr, 2025 07:07:54 PM	09 Apr, 2025 12:12:38 PM	0:06:48		Internal
621943455368			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Apr, 2025 06:33:31 PM	09 Apr, 2025 07:07:54 PM	09 Apr, 2025 12:12:38 PM	0:06:48		Internal
621943455368			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Apr, 2025 06:33:31 PM	09 Apr, 2025 07:07:54 PM	09 Apr, 2025 12:12:38 PM	0:06:48		Internal
621943455368			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		09 Apr, 2025 06:33:31 PM	09 Apr, 2025 07:07:54 PM	09 Apr, 2025 12:12:38 PM	0:06:48		Internal
621943455368			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Apr, 2025 06:33:31 PM	09 Apr, 2025 07:07:54 PM	09 Apr, 2025 12:12:38 PM	0:06:48		Internal
621943455368			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Apr, 2025 06:33:31 PM	09 Apr, 2025 07:07:54 PM	09 Apr, 2025 12:12:38 PM	0:06:48		Internal
621943455368			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Apr, 2025 06:33:31 PM	09 Apr, 2025 07:07:54 PM	09 Apr, 2025 12:12:38 PM	0:06:48		Internal
621942703036			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Apr, 2025 06:01:21 AM	09 Apr, 2025 07:09:25 PM	03 Apr, 2025 03:48:21 PM	0:08:19		Internal
621942703036			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Apr, 2025 06:01:21 AM	09 Apr, 2025 07:09:25 PM	03 Apr, 2025 03:48:21 PM	0:08:19		Internal
621942703036			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Apr, 2025 06:01:21 AM	09 Apr, 2025 07:09:25 PM	03 Apr, 2025 03:48:21 PM	0:08:19		Internal
621942703036			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Apr, 2025 06:01:21 AM	09 Apr, 2025 07:09:25 PM	03 Apr, 2025 03:48:21 PM	0:08:19		Internal
621942703036			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Apr, 2025 06:01:21 AM	09 Apr, 2025 07:09:25 PM	03 Apr, 2025 03:48:21 PM	0:08:19		Internal
621942703036			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Apr, 2025 06:01:21 AM	09 Apr, 2025 07:09:25 PM	03 Apr, 2025 03:48:21 PM	0:08:19		Internal
621942703036			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Apr, 2025 06:01:21 AM	09 Apr, 2025 07:09:25 PM	03 Apr, 2025 03:48:21 PM	0:08:19		Internal
621942703036			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Apr, 2025 06:01:21 AM	09 Apr, 2025 07:09:25 PM	03 Apr, 2025 03:48:21 PM	0:08:19		Internal
621942703036			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Apr, 2025 06:01:21 AM	09 Apr, 2025 07:09:25 PM	03 Apr, 2025 03:48:21 PM	0:08:19		Internal
621942703036			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Apr, 2025 06:01:21 AM	09 Apr, 2025 07:09:25 PM	03 Apr, 2025 03:48:21 PM	0:08:19		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621942703036	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	04 Apr, 2025 06:01:21 AM	09 Apr, 2025 07:09:25 PM	03 Apr, 2025 03:48:21 PM	0:08:19		Internal
621942703036			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Apr, 2025 06:01:21 AM	09 Apr, 2025 07:09:25 PM	03 Apr, 2025 03:48:21 PM	0:08:19		Internal
621942703036			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Apr, 2025 06:01:21 AM	09 Apr, 2025 07:09:25 PM	03 Apr, 2025 03:48:21 PM	0:08:19		Internal
621942703036			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Apr, 2025 06:01:21 AM	09 Apr, 2025 07:09:25 PM	03 Apr, 2025 03:48:21 PM	0:08:19		Internal
621942703036			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Apr, 2025 06:01:21 AM	09 Apr, 2025 07:09:25 PM	03 Apr, 2025 03:48:21 PM	0:08:19		Internal
621942703036			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Apr, 2025 06:01:21 AM	09 Apr, 2025 07:09:25 PM	03 Apr, 2025 03:48:21 PM	0:08:19		Internal
621942703036			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Apr, 2025 06:01:21 AM	09 Apr, 2025 07:09:25 PM	03 Apr, 2025 03:48:21 PM	0:08:19		Internal
621942703036			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Apr, 2025 06:01:21 AM	09 Apr, 2025 07:09:25 PM	03 Apr, 2025 03:48:21 PM	0:08:19		Internal
621942703036			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Apr, 2025 06:01:21 AM	09 Apr, 2025 07:09:25 PM	03 Apr, 2025 03:48:21 PM	0:08:19		Internal
621942703036			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Apr, 2025 06:01:21 AM	09 Apr, 2025 07:09:25 PM	03 Apr, 2025 03:48:21 PM	0:08:19		Internal
621942703036			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Apr, 2025 06:01:21 AM	09 Apr, 2025 07:09:25 PM	03 Apr, 2025 03:48:21 PM	0:08:19		Internal
621942703036			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Apr, 2025 06:01:21 AM	09 Apr, 2025 07:09:25 PM	03 Apr, 2025 03:48:21 PM	0:08:19		Internal
621942703036			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		04 Apr, 2025 06:01:21 AM	09 Apr, 2025 07:09:25 PM	03 Apr, 2025 03:48:21 PM	0:08:19		Internal
621942703036			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Apr, 2025 06:01:21 AM	09 Apr, 2025 07:09:25 PM	03 Apr, 2025 03:48:21 PM	0:08:19		Internal
621942703036			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Apr, 2025 06:01:21 AM	09 Apr, 2025 07:09:25 PM	03 Apr, 2025 03:48:21 PM	0:08:19		Internal
621942703036			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Apr, 2025 06:01:21 AM	09 Apr, 2025 07:09:25 PM	03 Apr, 2025 03:48:21 PM	0:08:19		Internal
621943281859			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Apr, 2025 07:09:05 PM	09 Apr, 2025 07:11:58 PM	08 Apr, 2025 01:05:04 PM	0:02:23		Internal
621943281859			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Apr, 2025 07:09:05 PM	09 Apr, 2025 07:11:58 PM	08 Apr, 2025 01:05:04 PM	0:02:23		Internal
621943281859			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Apr, 2025 07:09:05 PM	09 Apr, 2025 07:11:58 PM	08 Apr, 2025 01:05:04 PM	0:02:23		Internal
621943281859			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Apr, 2025 07:09:05 PM	09 Apr, 2025 07:11:58 PM	08 Apr, 2025 01:05:04 PM	0:02:23		Internal
621943281859			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Apr, 2025 07:09:05 PM	09 Apr, 2025 07:11:58 PM	08 Apr, 2025 01:05:04 PM	0:02:23		Internal
621943281859			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Apr, 2025 07:09:05 PM	09 Apr, 2025 07:11:58 PM	08 Apr, 2025 01:05:04 PM	0:02:23		Internal
621943281859			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Apr, 2025 07:09:05 PM	09 Apr, 2025 07:11:58 PM	08 Apr, 2025 01:05:04 PM	0:02:23		Internal
621943281859			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Apr, 2025 07:09:05 PM	09 Apr, 2025 07:11:58 PM	08 Apr, 2025 01:05:04 PM	0:02:23		Internal
621943281859			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Apr, 2025 07:09:05 PM	09 Apr, 2025 07:11:58 PM	08 Apr, 2025 01:05:04 PM	0:02:23		Internal
621943281859			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Apr, 2025 07:09:05 PM	09 Apr, 2025 07:11:58 PM	08 Apr, 2025 01:05:04 PM	0:02:23		Internal
621943281859			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Apr, 2025 07:09:05 PM	09 Apr, 2025 07:11:58 PM	08 Apr, 2025 01:05:04 PM	0:02:23		Internal
621943281859			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Apr, 2025 07:09:05 PM	09 Apr, 2025 07:11:58 PM	08 Apr, 2025 01:05:04 PM	0:02:23		Internal
621943281859			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Apr, 2025 07:09:05 PM	09 Apr, 2025 07:11:58 PM	08 Apr, 2025 01:05:04 PM	0:02:23		Internal
621943281859			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Apr, 2025 07:09:05 PM	09 Apr, 2025 07:11:58 PM	08 Apr, 2025 01:05:04 PM	0:02:23		Internal
621943281859			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Apr, 2025 07:09:05 PM	09 Apr, 2025 07:11:58 PM	08 Apr, 2025 01:05:04 PM	0:02:23		Internal
621943281859			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Apr, 2025 07:09:05 PM	09 Apr, 2025 07:11:58 PM	08 Apr, 2025 01:05:04 PM	0:02:23		Internal
621943281859			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Apr, 2025 07:09:05 PM	09 Apr, 2025 07:11:58 PM	08 Apr, 2025 01:05:04 PM	0:02:23		Internal
621943281859			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Apr, 2025 07:09:05 PM	09 Apr, 2025 07:11:58 PM	08 Apr, 2025 01:05:04 PM	0:02:23		Internal
621943281859			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Apr, 2025 07:09:05 PM	09 Apr, 2025 07:11:58 PM	08 Apr, 2025 01:05:04 PM	0:02:23		Internal
621943281859			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Apr, 2025 07:09:05 PM	09 Apr, 2025 07:11:58 PM	08 Apr, 2025 01:05:04 PM	0:02:23		Internal
621943281859			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Apr, 2025 07:09:05 PM	09 Apr, 2025 07:11:58 PM	08 Apr, 2025 01:05:04 PM	0:02:23		Internal
621943281859			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Apr, 2025 07:09:05 PM	09 Apr, 2025 07:11:58 PM	08 Apr, 2025 01:05:04 PM	0:02:23		Internal
621943281859			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		09 Apr, 2025 07:09:05 PM	09 Apr, 2025 07:11:58 PM	08 Apr, 2025 01:05:04 PM	0:02:23		Internal
621943281859			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Apr, 2025 07:09:05 PM	09 Apr, 2025 07:11:58 PM	08 Apr, 2025 01:05:04 PM	0:02:23		Internal
621943281859			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Apr, 2025 07:09:05 PM	09 Apr, 2025 07:11:58 PM	08 Apr, 2025 01:05:04 PM	0:02:23		Internal
621943281859			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Apr, 2025 07:09:05 PM	09 Apr, 2025 07:11:58 PM	08 Apr, 2025 01:05:04 PM	0:02:23		Internal
621942699199			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Apr, 2025 07:59:54 PM	09 Apr, 2025 09:01:50 PM	03 Apr, 2025 03:39:30 PM	0:03:48		Internal
621942699199			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Apr, 2025 07:59:54 PM	09 Apr, 2025 09:01:50 PM	03 Apr, 2025 03:39:30 PM	0:03:48		Internal
621942699199			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Apr, 2025 07:59:54 PM	09 Apr, 2025 09:01:50 PM	03 Apr, 2025 03:39:30 PM	0:03:48		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621942699199	[redacted]	[redacted]	CTE_Bus_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	[redacted]	09 Apr, 2025 07:59:54 PM	09 Apr, 2025 09:01:50 PM	03 Apr, 2025 03:39:30 PM	0:03:48		Internal
621942699199			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Apr, 2025 07:59:54 PM	09 Apr, 2025 09:01:50 PM	03 Apr, 2025 03:39:30 PM	0:03:48		Internal
621942699199			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Apr, 2025 07:59:54 PM	09 Apr, 2025 09:01:50 PM	03 Apr, 2025 03:39:30 PM	0:03:48		Internal
621942699199			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Apr, 2025 07:59:54 PM	09 Apr, 2025 09:01:50 PM	03 Apr, 2025 03:39:30 PM	0:03:48		Internal
621942699199			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Apr, 2025 07:59:54 PM	09 Apr, 2025 09:01:50 PM	03 Apr, 2025 03:39:30 PM	0:03:48		Internal
621942699199			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Apr, 2025 07:59:54 PM	09 Apr, 2025 09:01:50 PM	03 Apr, 2025 03:39:30 PM	0:03:48		Internal
621942699199			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Apr, 2025 07:59:54 PM	09 Apr, 2025 09:01:50 PM	03 Apr, 2025 03:39:30 PM	0:03:48		Internal
621942699199			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Apr, 2025 07:59:54 PM	09 Apr, 2025 09:01:50 PM	03 Apr, 2025 03:39:30 PM	0:03:48		Internal
621942699199			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Apr, 2025 07:59:54 PM	09 Apr, 2025 09:01:50 PM	03 Apr, 2025 03:39:30 PM	0:03:48		Internal
621942699199			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Apr, 2025 07:59:54 PM	09 Apr, 2025 09:01:50 PM	03 Apr, 2025 03:39:30 PM	0:03:48		Internal
621942699199			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Apr, 2025 07:59:54 PM	09 Apr, 2025 09:01:50 PM	03 Apr, 2025 03:39:30 PM	0:03:48		Internal
621942699199			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Apr, 2025 07:59:54 PM	09 Apr, 2025 09:01:50 PM	03 Apr, 2025 03:39:30 PM	0:03:48		Internal
621942699199			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Apr, 2025 07:59:54 PM	09 Apr, 2025 09:01:50 PM	03 Apr, 2025 03:39:30 PM	0:03:48		Internal
621942699199			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Apr, 2025 07:59:54 PM	09 Apr, 2025 09:01:50 PM	03 Apr, 2025 03:39:30 PM	0:03:48		Internal
621942699199			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Apr, 2025 07:59:54 PM	09 Apr, 2025 09:01:50 PM	03 Apr, 2025 03:39:30 PM	0:03:48		Internal
621942699199			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Apr, 2025 07:59:54 PM	09 Apr, 2025 09:01:50 PM	03 Apr, 2025 03:39:30 PM	0:03:48		Internal
621942699199			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Apr, 2025 07:59:54 PM	09 Apr, 2025 09:01:50 PM	03 Apr, 2025 03:39:30 PM	0:03:48		Internal
621942699199			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Apr, 2025 07:59:54 PM	09 Apr, 2025 09:01:50 PM	03 Apr, 2025 03:39:30 PM	0:03:48		Internal
621942699199			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Apr, 2025 07:59:54 PM	09 Apr, 2025 09:01:50 PM	03 Apr, 2025 03:39:30 PM	0:03:48		Internal
621942699199			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		09 Apr, 2025 07:59:54 PM	09 Apr, 2025 09:01:50 PM	03 Apr, 2025 03:39:30 PM	0:03:48		Internal
621942699199			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Apr, 2025 07:59:54 PM	09 Apr, 2025 09:01:50 PM	03 Apr, 2025 03:39:30 PM	0:03:48		Internal
621942699199			CTE_Bus_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Apr, 2025 07:59:54 PM	09 Apr, 2025 09:01:50 PM	03 Apr, 2025 03:39:30 PM	0:03:48		Internal
621942699199			CTE_Bus_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Apr, 2025 07:59:54 PM	09 Apr, 2025 09:01:50 PM	03 Apr, 2025 03:39:30 PM	0:03:48		Internal
621943303821			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Apr, 2025 11:00:39 PM	09 Apr, 2025 09:29:22 PM	08 Apr, 2025 02:14:44 PM	0:02:00		Internal
621943303821			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Apr, 2025 11:00:39 PM	09 Apr, 2025 09:29:22 PM	08 Apr, 2025 02:14:44 PM	0:02:00		Internal
621943303821			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Apr, 2025 11:00:39 PM	09 Apr, 2025 09:29:22 PM	08 Apr, 2025 02:14:44 PM	0:02:00		Internal
621943303821			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Apr, 2025 11:00:39 PM	09 Apr, 2025 09:29:22 PM	08 Apr, 2025 02:14:44 PM	0:02:00		Internal
621943303821			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Apr, 2025 11:00:39 PM	09 Apr, 2025 09:29:22 PM	08 Apr, 2025 02:14:44 PM	0:02:00		Internal
621943303821			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 Apr, 2025 11:00:39 PM	09 Apr, 2025 09:29:22 PM	08 Apr, 2025 02:14:44 PM	0:02:00		Internal
621943303821			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 Apr, 2025 11:00:39 PM	09 Apr, 2025 09:29:22 PM	08 Apr, 2025 02:14:44 PM	0:02:00		Internal
621943303821			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Apr, 2025 11:00:39 PM	09 Apr, 2025 09:29:22 PM	08 Apr, 2025 02:14:44 PM	0:02:00		Internal
621943303821			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Apr, 2025 11:00:39 PM	09 Apr, 2025 09:29:22 PM	08 Apr, 2025 02:14:44 PM	0:02:00		Internal
621943303821			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 Apr, 2025 11:00:39 PM	09 Apr, 2025 09:29:22 PM	08 Apr, 2025 02:14:44 PM	0:02:00		Internal
621943303821			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 Apr, 2025 11:00:39 PM	09 Apr, 2025 09:29:22 PM	08 Apr, 2025 02:14:44 PM	0:02:00		Internal
621943303821			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Apr, 2025 11:00:39 PM	09 Apr, 2025 09:29:22 PM	08 Apr, 2025 02:14:44 PM	0:02:00		Internal
621943303821			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Apr, 2025 11:00:39 PM	09 Apr, 2025 09:29:22 PM	08 Apr, 2025 02:14:44 PM	0:02:00		Internal
621943303821			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		08 Apr, 2025 11:00:39 PM	09 Apr, 2025 09:29:22 PM	08 Apr, 2025 02:14:44 PM	0:02:00		Internal
621943303821			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 Apr, 2025 11:00:39 PM	09 Apr, 2025 09:29:22 PM	08 Apr, 2025 02:14:44 PM	0:02:00		Internal
621943303821			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Apr, 2025 11:00:39 PM	09 Apr, 2025 09:29:22 PM	08 Apr, 2025 02:14:44 PM	0:02:00		Internal
621943303821			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Apr, 2025 11:00:39 PM	09 Apr, 2025 09:29:22 PM	08 Apr, 2025 02:14:44 PM	0:02:00		Internal
621943303821			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		08 Apr, 2025 11:00:39 PM	09 Apr, 2025 09:29:22 PM	08 Apr, 2025 02:14:44 PM	0:02:00		Internal
621943303821			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 Apr, 2025 11:00:39 PM	09 Apr, 2025 09:29:22 PM	08 Apr, 2025 02:14:44 PM	0:02:00		Internal
621943303821			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 Apr, 2025 11:00:39 PM	09 Apr, 2025 09:29:22 PM	08 Apr, 2025 02:14:44 PM	0:02:00		Internal
621943303821			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 Apr, 2025 11:00:39 PM	09 Apr, 2025 09:29:22 PM	08 Apr, 2025 02:14:44 PM	0:02:00		Internal
621943303821			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 Apr, 2025 11:00:39 PM	09 Apr, 2025 09:29:22 PM	08 Apr, 2025 02:14:44 PM	0:02:00		Internal
621943303821			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		08 Apr, 2025 11:00:39 PM	09 Apr, 2025 09:29:22 PM	08 Apr, 2025 02:14:44 PM	0:02:00		Internal
621943303821			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Apr, 2025 11:00:39 PM	09 Apr, 2025 09:29:22 PM	08 Apr, 2025 02:14:44 PM	0:02:00		Internal
621943303821			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 Apr, 2025 11:00:39 PM	09 Apr, 2025 09:29:22 PM	08 Apr, 2025 02:14:44 PM	0:02:00		Internal
621943303821			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 Apr, 2025 11:00:39 PM	09 Apr, 2025 09:29:22 PM	08 Apr, 2025 02:14:44 PM	0:02:00		Internal
621943374649			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Apr, 2025 07:00:25 AM	09 Apr, 2025 09:40:02 PM	08 Apr, 2025 06:21:50 PM	0:04:20		Internal
621943374649			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Apr, 2025 07:00:25 AM	09 Apr, 2025 09:40:02 PM	08 Apr, 2025 06:21:50 PM	0:04:20		Internal
621943374649			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Apr, 2025 07:00:25 AM	09 Apr, 2025 09:40:02 PM	08 Apr, 2025 06:21:50 PM	0:04:20		Internal
621943374649			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Apr, 2025 07:00:25 AM	09 Apr, 2025 09:40:02 PM	08 Apr, 2025 06:21:50 PM	0:04:20		Internal
621943374649			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Apr, 2025 07:00:25 AM	09 Apr, 2025 09:40:02 PM	08 Apr, 2025 06:21:50 PM	0:04:20		Internal
621943374649			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Apr, 2025 07:00:25 AM	09 Apr, 2025 09:40:02 PM	08 Apr, 2025 06:21:50 PM	0:04:20		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621943374649	[redacted]		CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	09 Apr, 2025 07:00:25 AM	09 Apr, 2025 09:40:02 PM	08 Apr, 2025 06:21:50 PM	0:04:20		Internal
621943374649			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Apr, 2025 07:00:25 AM	09 Apr, 2025 09:40:02 PM	08 Apr, 2025 06:21:50 PM	0:04:20		Internal
621943374649			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Apr, 2025 07:00:25 AM	09 Apr, 2025 09:40:02 PM	08 Apr, 2025 06:21:50 PM	0:04:20		Internal
621943374649			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Apr, 2025 07:00:25 AM	09 Apr, 2025 09:40:02 PM	08 Apr, 2025 06:21:50 PM	0:04:20		Internal
621943374649			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Apr, 2025 07:00:25 AM	09 Apr, 2025 09:40:02 PM	08 Apr, 2025 06:21:50 PM	0:04:20		Internal
621943374649			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Apr, 2025 07:00:25 AM	09 Apr, 2025 09:40:02 PM	08 Apr, 2025 06:21:50 PM	0:04:20		Internal
621943374649			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Apr, 2025 07:00:25 AM	09 Apr, 2025 09:40:02 PM	08 Apr, 2025 06:21:50 PM	0:04:20		Internal
621943374649			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Apr, 2025 07:00:25 AM	09 Apr, 2025 09:40:02 PM	08 Apr, 2025 06:21:50 PM	0:04:20		Internal
621943374649			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Apr, 2025 07:00:25 AM	09 Apr, 2025 09:40:02 PM	08 Apr, 2025 06:21:50 PM	0:04:20		Internal
621943374649			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Apr, 2025 07:00:25 AM	09 Apr, 2025 09:40:02 PM	08 Apr, 2025 06:21:50 PM	0:04:20		Internal
621943374649			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Apr, 2025 07:00:25 AM	09 Apr, 2025 09:40:02 PM	08 Apr, 2025 06:21:50 PM	0:04:20		Internal
621943374649			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Apr, 2025 07:00:25 AM	09 Apr, 2025 09:40:02 PM	08 Apr, 2025 06:21:50 PM	0:04:20		Internal
621943374649			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Apr, 2025 07:00:25 AM	09 Apr, 2025 09:40:02 PM	08 Apr, 2025 06:21:50 PM	0:04:20		Internal
621943374649			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Apr, 2025 07:00:25 AM	09 Apr, 2025 09:40:02 PM	08 Apr, 2025 06:21:50 PM	0:04:20		Internal
621943374649			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Apr, 2025 07:00:25 AM	09 Apr, 2025 09:40:02 PM	08 Apr, 2025 06:21:50 PM	0:04:20		Internal
621943374649			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Apr, 2025 07:00:25 AM	09 Apr, 2025 09:40:02 PM	08 Apr, 2025 06:21:50 PM	0:04:20		Internal
621943374649			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		09 Apr, 2025 07:00:25 AM	09 Apr, 2025 09:40:02 PM	08 Apr, 2025 06:21:50 PM	0:04:20		Internal
621943374649			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Apr, 2025 07:00:25 AM	09 Apr, 2025 09:40:02 PM	08 Apr, 2025 06:21:50 PM	0:04:20		Internal
621943374649			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Apr, 2025 07:00:25 AM	09 Apr, 2025 09:40:02 PM	08 Apr, 2025 06:21:50 PM	0:04:20		Internal
621943374649			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Apr, 2025 07:00:25 AM	09 Apr, 2025 09:40:02 PM	08 Apr, 2025 06:21:50 PM	0:04:20		Internal
621943066111			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Apr, 2025 12:30:46 PM	09 Apr, 2025 09:43:32 PM	07 Apr, 2025 12:19:00 PM	0:02:23		Internal
621943066111			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Apr, 2025 12:30:46 PM	09 Apr, 2025 09:43:32 PM	07 Apr, 2025 12:19:00 PM	0:02:23		Internal
621943066111			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Apr, 2025 12:30:46 PM	09 Apr, 2025 09:43:32 PM	07 Apr, 2025 12:19:00 PM	0:02:23		Internal
621943066111			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Apr, 2025 12:30:46 PM	09 Apr, 2025 09:43:32 PM	07 Apr, 2025 12:19:00 PM	0:02:23		Internal
621943066111			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Apr, 2025 12:30:46 PM	09 Apr, 2025 09:43:32 PM	07 Apr, 2025 12:19:00 PM	0:02:23		Internal
621943066111			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Apr, 2025 12:30:46 PM	09 Apr, 2025 09:43:32 PM	07 Apr, 2025 12:19:00 PM	0:02:23		Internal
621943066111			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Apr, 2025 12:30:46 PM	09 Apr, 2025 09:43:32 PM	07 Apr, 2025 12:19:00 PM	0:02:23		Internal
621943066111			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Apr, 2025 12:30:46 PM	09 Apr, 2025 09:43:32 PM	07 Apr, 2025 12:19:00 PM	0:02:23		Internal
621943066111			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Apr, 2025 12:30:46 PM	09 Apr, 2025 09:43:32 PM	07 Apr, 2025 12:19:00 PM	0:02:23		Internal
621943066111			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Apr, 2025 12:30:46 PM	09 Apr, 2025 09:43:32 PM	07 Apr, 2025 12:19:00 PM	0:02:23		Internal
621943066111			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Apr, 2025 12:30:46 PM	09 Apr, 2025 09:43:32 PM	07 Apr, 2025 12:19:00 PM	0:02:23		Internal
621943066111			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Apr, 2025 12:30:46 PM	09 Apr, 2025 09:43:32 PM	07 Apr, 2025 12:19:00 PM	0:02:23		Internal
621943066111			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Apr, 2025 12:30:46 PM	09 Apr, 2025 09:43:32 PM	07 Apr, 2025 12:19:00 PM	0:02:23		Internal
621943066111			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Apr, 2025 12:30:46 PM	09 Apr, 2025 09:43:32 PM	07 Apr, 2025 12:19:00 PM	0:02:23		Internal
621943066111			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Apr, 2025 12:30:46 PM	09 Apr, 2025 09:43:32 PM	07 Apr, 2025 12:19:00 PM	0:02:23		Internal
621943066111			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Apr, 2025 12:30:46 PM	09 Apr, 2025 09:43:32 PM	07 Apr, 2025 12:19:00 PM	0:02:23		Internal
621943066111			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Apr, 2025 12:30:46 PM	09 Apr, 2025 09:43:32 PM	07 Apr, 2025 12:19:00 PM	0:02:23		Internal
621943066111			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Apr, 2025 12:30:46 PM	09 Apr, 2025 09:43:32 PM	07 Apr, 2025 12:19:00 PM	0:02:23		Internal
621943066111			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Apr, 2025 12:30:46 PM	09 Apr, 2025 09:43:32 PM	07 Apr, 2025 12:19:00 PM	0:02:23		Internal
621943066111			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Apr, 2025 12:30:46 PM	09 Apr, 2025 09:43:32 PM	07 Apr, 2025 12:19:00 PM	0:02:23		Internal
621943066111			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Apr, 2025 12:30:46 PM	09 Apr, 2025 09:43:32 PM	07 Apr, 2025 12:19:00 PM	0:02:23		Internal
621943066111			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Apr, 2025 12:30:46 PM	09 Apr, 2025 09:43:32 PM	07 Apr, 2025 12:19:00 PM	0:02:23		Internal
621943066111			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		07 Apr, 2025 12:30:46 PM	09 Apr, 2025 09:43:32 PM	07 Apr, 2025 12:19:00 PM	0:02:23		Internal
621943066111			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Apr, 2025 12:30:46 PM	09 Apr, 2025 09:43:32 PM	07 Apr, 2025 12:19:00 PM	0:02:23		Internal
621943066111			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Apr, 2025 12:30:46 PM	09 Apr, 2025 09:43:32 PM	07 Apr, 2025 12:19:00 PM	0:02:23		Internal
621943066111			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Apr, 2025 12:30:46 PM	09 Apr, 2025 09:43:32 PM	07 Apr, 2025 12:19:00 PM	0:02:23		Internal
621943511299			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Apr, 2025 12:52:00 PM	10 Apr, 2025 12:55:57 PM	09 Apr, 2025 03:36:22 PM	0:03:21		Internal
621943511299			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Apr, 2025 12:52:00 PM	10 Apr, 2025 12:55:57 PM	09 Apr, 2025 03:36:22 PM	0:03:21		Internal
621943511299			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Apr, 2025 12:52:00 PM	10 Apr, 2025 12:55:57 PM	09 Apr, 2025 03:36:22 PM	0:03:21		Internal
621943511299			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Apr, 2025 12:52:00 PM	10 Apr, 2025 12:55:57 PM	09 Apr, 2025 03:36:22 PM	0:03:21		Internal
621943511299			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Apr, 2025 12:52:00 PM	10 Apr, 2025 12:55:57 PM	09 Apr, 2025 03:36:22 PM	0:03:21		Internal
621943511299			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Apr, 2025 12:52:00 PM	10 Apr, 2025 12:55:57 PM	09 Apr, 2025 03:36:22 PM	0:03:21		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621943511299	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	10 Apr, 2025 12:52:00 PM	10 Apr, 2025 12:55:57 PM	09 Apr, 2025 03:36:22 PM	0:03:21		Internal
621943511299			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Apr, 2025 12:52:00 PM	10 Apr, 2025 12:55:57 PM	09 Apr, 2025 03:36:22 PM	0:03:21		Internal
621943511299			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Apr, 2025 12:52:00 PM	10 Apr, 2025 12:55:57 PM	09 Apr, 2025 03:36:22 PM	0:03:21		Internal
621943511299			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Apr, 2025 12:52:00 PM	10 Apr, 2025 12:55:57 PM	09 Apr, 2025 03:36:22 PM	0:03:21		Internal
621943511299			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Apr, 2025 12:52:00 PM	10 Apr, 2025 12:55:57 PM	09 Apr, 2025 03:36:22 PM	0:03:21		Internal
621943511299			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Apr, 2025 12:52:00 PM	10 Apr, 2025 12:55:57 PM	09 Apr, 2025 03:36:22 PM	0:03:21		Internal
621943511299			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Apr, 2025 12:52:00 PM	10 Apr, 2025 12:55:57 PM	09 Apr, 2025 03:36:22 PM	0:03:21		Internal
621943511299			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Apr, 2025 12:52:00 PM	10 Apr, 2025 12:55:57 PM	09 Apr, 2025 03:36:22 PM	0:03:21		Internal
621943511299			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Apr, 2025 12:52:00 PM	10 Apr, 2025 12:55:57 PM	09 Apr, 2025 03:36:22 PM	0:03:21		Internal
621943511299			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Apr, 2025 12:52:00 PM	10 Apr, 2025 12:55:57 PM	09 Apr, 2025 03:36:22 PM	0:03:21		Internal
621943511299			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Apr, 2025 12:52:00 PM	10 Apr, 2025 12:55:57 PM	09 Apr, 2025 03:36:22 PM	0:03:21		Internal
621943511299			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Apr, 2025 12:52:00 PM	10 Apr, 2025 12:55:57 PM	09 Apr, 2025 03:36:22 PM	0:03:21		Internal
621943511299			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Apr, 2025 12:52:00 PM	10 Apr, 2025 12:55:57 PM	09 Apr, 2025 03:36:22 PM	0:03:21		Internal
621943511299			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Apr, 2025 12:52:00 PM	10 Apr, 2025 12:55:57 PM	09 Apr, 2025 03:36:22 PM	0:03:21		Internal
621943511299			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Apr, 2025 12:52:00 PM	10 Apr, 2025 12:55:57 PM	09 Apr, 2025 03:36:22 PM	0:03:21		Internal
621943511299			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Apr, 2025 12:52:00 PM	10 Apr, 2025 12:55:57 PM	09 Apr, 2025 03:36:22 PM	0:03:21		Internal
621943511299			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Apr, 2025 12:52:00 PM	10 Apr, 2025 12:55:57 PM	09 Apr, 2025 03:36:22 PM	0:03:21		Internal
621943511299			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Apr, 2025 12:52:00 PM	10 Apr, 2025 12:55:57 PM	09 Apr, 2025 03:36:22 PM	0:03:21		Internal
621943511299			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Apr, 2025 12:52:00 PM	10 Apr, 2025 12:55:57 PM	09 Apr, 2025 03:36:22 PM	0:03:21		Internal
621943511299			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Apr, 2025 12:52:00 PM	10 Apr, 2025 12:55:57 PM	09 Apr, 2025 03:36:22 PM	0:03:21		Internal
621943432969			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Apr, 2025 01:38:52 PM	10 Apr, 2025 01:44:50 PM	08 Apr, 2025 09:44:33 PM	0:02:52		Internal
621943432969			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Apr, 2025 01:38:52 PM	10 Apr, 2025 01:44:50 PM	08 Apr, 2025 09:44:33 PM	0:02:52		Internal
621943432969			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Apr, 2025 01:38:52 PM	10 Apr, 2025 01:44:50 PM	08 Apr, 2025 09:44:33 PM	0:02:52		Internal
621943432969			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Apr, 2025 01:38:52 PM	10 Apr, 2025 01:44:50 PM	08 Apr, 2025 09:44:33 PM	0:02:52		Internal
621943432969			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Apr, 2025 01:38:52 PM	10 Apr, 2025 01:44:50 PM	08 Apr, 2025 09:44:33 PM	0:02:52		Internal
621943432969			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Apr, 2025 01:38:52 PM	10 Apr, 2025 01:44:50 PM	08 Apr, 2025 09:44:33 PM	0:02:52		Internal
621943432969			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Apr, 2025 01:38:52 PM	10 Apr, 2025 01:44:50 PM	08 Apr, 2025 09:44:33 PM	0:02:52		Internal
621943432969			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Apr, 2025 01:38:52 PM	10 Apr, 2025 01:44:50 PM	08 Apr, 2025 09:44:33 PM	0:02:52		Internal
621943432969			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Apr, 2025 01:38:52 PM	10 Apr, 2025 01:44:50 PM	08 Apr, 2025 09:44:33 PM	0:02:52		Internal
621943432969			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Apr, 2025 01:38:52 PM	10 Apr, 2025 01:44:50 PM	08 Apr, 2025 09:44:33 PM	0:02:52		Internal
621943432969			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Apr, 2025 01:38:52 PM	10 Apr, 2025 01:44:50 PM	08 Apr, 2025 09:44:33 PM	0:02:52		Internal
621943432969			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Apr, 2025 01:38:52 PM	10 Apr, 2025 01:44:50 PM	08 Apr, 2025 09:44:33 PM	0:02:52		Internal
621943432969			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Apr, 2025 01:38:52 PM	10 Apr, 2025 01:44:50 PM	08 Apr, 2025 09:44:33 PM	0:02:52		Internal
621943432969			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Apr, 2025 01:38:52 PM	10 Apr, 2025 01:44:50 PM	08 Apr, 2025 09:44:33 PM	0:02:52		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621943432969	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	10 Apr, 2025 01:38:52 PM	10 Apr, 2025 01:44:50 PM	08 Apr, 2025 09:44:33 PM	0:02:52		Internal
621943432969			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Apr, 2025 01:38:52 PM	10 Apr, 2025 01:44:50 PM	08 Apr, 2025 09:44:33 PM	0:02:52		Internal
621943432969			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Apr, 2025 01:38:52 PM	10 Apr, 2025 01:44:50 PM	08 Apr, 2025 09:44:33 PM	0:02:52		Internal
621943432969			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Apr, 2025 01:38:52 PM	10 Apr, 2025 01:44:50 PM	08 Apr, 2025 09:44:33 PM	0:02:52		Internal
621943432969			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Apr, 2025 01:38:52 PM	10 Apr, 2025 01:44:50 PM	08 Apr, 2025 09:44:33 PM	0:02:52		Internal
621943432969			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Apr, 2025 01:38:52 PM	10 Apr, 2025 01:44:50 PM	08 Apr, 2025 09:44:33 PM	0:02:52		Internal
621943432969			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Apr, 2025 01:38:52 PM	10 Apr, 2025 01:44:50 PM	08 Apr, 2025 09:44:33 PM	0:02:52		Internal
621943432969			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Apr, 2025 01:38:52 PM	10 Apr, 2025 01:44:50 PM	08 Apr, 2025 09:44:33 PM	0:02:52		Internal
621943432969			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Apr, 2025 01:38:52 PM	10 Apr, 2025 01:44:50 PM	08 Apr, 2025 09:44:33 PM	0:02:52		Internal
621943432969			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Apr, 2025 01:38:52 PM	10 Apr, 2025 01:44:50 PM	08 Apr, 2025 09:44:33 PM	0:02:52		Internal
621943432969			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Apr, 2025 01:38:52 PM	10 Apr, 2025 01:44:50 PM	08 Apr, 2025 09:44:33 PM	0:02:52		Internal
621943432969			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Apr, 2025 01:38:52 PM	10 Apr, 2025 01:44:50 PM	08 Apr, 2025 09:44:33 PM	0:02:52		Internal
621943152247			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Apr, 2025 03:00:44 PM	10 Apr, 2025 02:10:16 PM	07 Apr, 2025 05:16:41 PM	0:05:57		Internal
621943152247			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Apr, 2025 03:00:44 PM	10 Apr, 2025 02:10:16 PM	07 Apr, 2025 05:16:41 PM	0:05:57		Internal
621943152247			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Apr, 2025 03:00:44 PM	10 Apr, 2025 02:10:16 PM	07 Apr, 2025 05:16:41 PM	0:05:57		Internal
621943152247			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Apr, 2025 03:00:44 PM	10 Apr, 2025 02:10:16 PM	07 Apr, 2025 05:16:41 PM	0:05:57		Internal
621943152247			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Apr, 2025 03:00:44 PM	10 Apr, 2025 02:10:16 PM	07 Apr, 2025 05:16:41 PM	0:05:57		Internal
621943152247			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 Apr, 2025 03:00:44 PM	10 Apr, 2025 02:10:16 PM	07 Apr, 2025 05:16:41 PM	0:05:57		Internal
621943152247			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 Apr, 2025 03:00:44 PM	10 Apr, 2025 02:10:16 PM	07 Apr, 2025 05:16:41 PM	0:05:57		Internal
621943152247			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Apr, 2025 03:00:44 PM	10 Apr, 2025 02:10:16 PM	07 Apr, 2025 05:16:41 PM	0:05:57		Internal
621943152247			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Apr, 2025 03:00:44 PM	10 Apr, 2025 02:10:16 PM	07 Apr, 2025 05:16:41 PM	0:05:57		Internal
621943152247			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 Apr, 2025 03:00:44 PM	10 Apr, 2025 02:10:16 PM	07 Apr, 2025 05:16:41 PM	0:05:57		Internal
621943152247			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 Apr, 2025 03:00:44 PM	10 Apr, 2025 02:10:16 PM	07 Apr, 2025 05:16:41 PM	0:05:57		Internal
621943152247			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Apr, 2025 03:00:44 PM	10 Apr, 2025 02:10:16 PM	07 Apr, 2025 05:16:41 PM	0:05:57		Internal
621943152247			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Apr, 2025 03:00:44 PM	10 Apr, 2025 02:10:16 PM	07 Apr, 2025 05:16:41 PM	0:05:57		Internal
621943152247			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		08 Apr, 2025 03:00:44 PM	10 Apr, 2025 02:10:16 PM	07 Apr, 2025 05:16:41 PM	0:05:57		Internal
621943152247			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 Apr, 2025 03:00:44 PM	10 Apr, 2025 02:10:16 PM	07 Apr, 2025 05:16:41 PM	0:05:57		Internal
621943152247			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Apr, 2025 03:00:44 PM	10 Apr, 2025 02:10:16 PM	07 Apr, 2025 05:16:41 PM	0:05:57		Internal
621943152247			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Apr, 2025 03:00:44 PM	10 Apr, 2025 02:10:16 PM	07 Apr, 2025 05:16:41 PM	0:05:57		Internal
621943152247			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		08 Apr, 2025 03:00:44 PM	10 Apr, 2025 02:10:16 PM	07 Apr, 2025 05:16:41 PM	0:05:57		Internal
621943152247			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 Apr, 2025 03:00:44 PM	10 Apr, 2025 02:10:16 PM	07 Apr, 2025 05:16:41 PM	0:05:57		Internal
621943152247			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 Apr, 2025 03:00:44 PM	10 Apr, 2025 02:10:16 PM	07 Apr, 2025 05:16:41 PM	0:05:57		Internal
621943152247			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 Apr, 2025 03:00:44 PM	10 Apr, 2025 02:10:16 PM	07 Apr, 2025 05:16:41 PM	0:05:57		Internal
621943152247			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 Apr, 2025 03:00:44 PM	10 Apr, 2025 02:10:16 PM	07 Apr, 2025 05:16:41 PM	0:05:57		Internal
621943152247			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		08 Apr, 2025 03:00:44 PM	10 Apr, 2025 02:10:16 PM	07 Apr, 2025 05:16:41 PM	0:05:57		Internal
621943152247			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Apr, 2025 03:00:44 PM	10 Apr, 2025 02:10:16 PM	07 Apr, 2025 05:16:41 PM	0:05:57		Internal
621943152247			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 Apr, 2025 03:00:44 PM	10 Apr, 2025 02:10:16 PM	07 Apr, 2025 05:16:41 PM	0:05:57		Internal
621943152247			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 Apr, 2025 03:00:44 PM	10 Apr, 2025 02:10:16 PM	07 Apr, 2025 05:16:41 PM	0:05:57		Internal
621942901653			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Apr, 2025 02:59:37 PM	10 Apr, 2025 03:02:14 PM	04 Apr, 2025 04:43:45 PM	0:03:29		Internal
621942901653			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Apr, 2025 02:59:37 PM	10 Apr, 2025 03:02:14 PM	04 Apr, 2025 04:43:45 PM	0:03:29		Internal
621942901653			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Apr, 2025 02:59:37 PM	10 Apr, 2025 03:02:14 PM	04 Apr, 2025 04:43:45 PM	0:03:29		Internal
621942901653			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Apr, 2025 02:59:37 PM	10 Apr, 2025 03:02:14 PM	04 Apr, 2025 04:43:45 PM	0:03:29		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621942901653	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	[redacted]	10 Apr, 2025 02:59:37 PM	10 Apr, 2025 03:02:14 PM	04 Apr, 2025 04:43:45 PM	0:03:29		Internal
621942901653			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Apr, 2025 02:59:37 PM	10 Apr, 2025 03:02:14 PM	04 Apr, 2025 04:43:45 PM	0:03:29		Internal
621942901653			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Apr, 2025 02:59:37 PM	10 Apr, 2025 03:02:14 PM	04 Apr, 2025 04:43:45 PM	0:03:29		Internal
621942901653			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Apr, 2025 02:59:37 PM	10 Apr, 2025 03:02:14 PM	04 Apr, 2025 04:43:45 PM	0:03:29		Internal
621942901653			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Apr, 2025 02:59:37 PM	10 Apr, 2025 03:02:14 PM	04 Apr, 2025 04:43:45 PM	0:03:29		Internal
621942901653			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Apr, 2025 02:59:37 PM	10 Apr, 2025 03:02:14 PM	04 Apr, 2025 04:43:45 PM	0:03:29		Internal
621942901653			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Apr, 2025 02:59:37 PM	10 Apr, 2025 03:02:14 PM	04 Apr, 2025 04:43:45 PM	0:03:29		Internal
621942901653			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Apr, 2025 02:59:37 PM	10 Apr, 2025 03:02:14 PM	04 Apr, 2025 04:43:45 PM	0:03:29		Internal
621942901653			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Apr, 2025 02:59:37 PM	10 Apr, 2025 03:02:14 PM	04 Apr, 2025 04:43:45 PM	0:03:29		Internal
621942901653			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Apr, 2025 02:59:37 PM	10 Apr, 2025 03:02:14 PM	04 Apr, 2025 04:43:45 PM	0:03:29		Internal
621942901653			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Apr, 2025 02:59:37 PM	10 Apr, 2025 03:02:14 PM	04 Apr, 2025 04:43:45 PM	0:03:29		Internal
621942901653			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Apr, 2025 02:59:37 PM	10 Apr, 2025 03:02:14 PM	04 Apr, 2025 04:43:45 PM	0:03:29		Internal
621942901653			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Apr, 2025 02:59:37 PM	10 Apr, 2025 03:02:14 PM	04 Apr, 2025 04:43:45 PM	0:03:29		Internal
621942901653			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Apr, 2025 02:59:37 PM	10 Apr, 2025 03:02:14 PM	04 Apr, 2025 04:43:45 PM	0:03:29		Internal
621942901653			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Apr, 2025 02:59:37 PM	10 Apr, 2025 03:02:14 PM	04 Apr, 2025 04:43:45 PM	0:03:29		Internal
621942901653			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Apr, 2025 02:59:37 PM	10 Apr, 2025 03:02:14 PM	04 Apr, 2025 04:43:45 PM	0:03:29		Internal
621942901653			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Apr, 2025 02:59:37 PM	10 Apr, 2025 03:02:14 PM	04 Apr, 2025 04:43:45 PM	0:03:29		Internal
621942901653			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Apr, 2025 02:59:37 PM	10 Apr, 2025 03:02:14 PM	04 Apr, 2025 04:43:45 PM	0:03:29		Internal
621942901653			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Apr, 2025 02:59:37 PM	10 Apr, 2025 03:02:14 PM	04 Apr, 2025 04:43:45 PM	0:03:29		Internal
621942901653			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Apr, 2025 02:59:37 PM	10 Apr, 2025 03:02:14 PM	04 Apr, 2025 04:43:45 PM	0:03:29		Internal
621942901653			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Apr, 2025 02:59:37 PM	10 Apr, 2025 03:02:14 PM	04 Apr, 2025 04:43:45 PM	0:03:29		Internal
621942901653			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Apr, 2025 02:59:37 PM	10 Apr, 2025 03:02:14 PM	04 Apr, 2025 04:43:45 PM	0:03:29		Internal
621943424831			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Apr, 2025 03:00:34 PM	10 Apr, 2025 03:04:42 PM	08 Apr, 2025 09:26:11 PM	0:02:04		Internal
621943424831			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Apr, 2025 03:00:34 PM	10 Apr, 2025 03:04:42 PM	08 Apr, 2025 09:26:11 PM	0:02:04		Internal
621943424831			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Apr, 2025 03:00:34 PM	10 Apr, 2025 03:04:42 PM	08 Apr, 2025 09:26:11 PM	0:02:04		Internal
621943424831			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Apr, 2025 03:00:34 PM	10 Apr, 2025 03:04:42 PM	08 Apr, 2025 09:26:11 PM	0:02:04		Internal
621943424831			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Apr, 2025 03:00:34 PM	10 Apr, 2025 03:04:42 PM	08 Apr, 2025 09:26:11 PM	0:02:04		Internal
621943424831			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Apr, 2025 03:00:34 PM	10 Apr, 2025 03:04:42 PM	08 Apr, 2025 09:26:11 PM	0:02:04		Internal
621943424831			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Apr, 2025 03:00:34 PM	10 Apr, 2025 03:04:42 PM	08 Apr, 2025 09:26:11 PM	0:02:04		Internal
621943424831			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Apr, 2025 03:00:34 PM	10 Apr, 2025 03:04:42 PM	08 Apr, 2025 09:26:11 PM	0:02:04		Internal
621943424831			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Apr, 2025 03:00:34 PM	10 Apr, 2025 03:04:42 PM	08 Apr, 2025 09:26:11 PM	0:02:04		Internal
621943424831			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Apr, 2025 03:00:34 PM	10 Apr, 2025 03:04:42 PM	08 Apr, 2025 09:26:11 PM	0:02:04		Internal
621943424831			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Apr, 2025 03:00:34 PM	10 Apr, 2025 03:04:42 PM	08 Apr, 2025 09:26:11 PM	0:02:04		Internal
621943424831			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Apr, 2025 03:00:34 PM	10 Apr, 2025 03:04:42 PM	08 Apr, 2025 09:26:11 PM	0:02:04		Internal
621943424831			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Apr, 2025 03:00:34 PM	10 Apr, 2025 03:04:42 PM	08 Apr, 2025 09:26:11 PM	0:02:04		Internal
621943424831			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Apr, 2025 03:00:34 PM	10 Apr, 2025 03:04:42 PM	08 Apr, 2025 09:26:11 PM	0:02:04		Internal
621943424831			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Apr, 2025 03:00:34 PM	10 Apr, 2025 03:04:42 PM	08 Apr, 2025 09:26:11 PM	0:02:04		Internal
621943424831			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Apr, 2025 03:00:34 PM	10 Apr, 2025 03:04:42 PM	08 Apr, 2025 09:26:11 PM	0:02:04		Internal
621943424831			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Apr, 2025 03:00:34 PM	10 Apr, 2025 03:04:42 PM	08 Apr, 2025 09:26:11 PM	0:02:04		Internal
621943424831			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Apr, 2025 03:00:34 PM	10 Apr, 2025 03:04:42 PM	08 Apr, 2025 09:26:11 PM	0:02:04		Internal
621943424831			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Apr, 2025 03:00:34 PM	10 Apr, 2025 03:04:42 PM	08 Apr, 2025 09:26:11 PM	0:02:04		Internal
621943424831			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Apr, 2025 03:00:34 PM	10 Apr, 2025 03:04:42 PM	08 Apr, 2025 09:26:11 PM	0:02:04		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621943424831			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Apr, 2025 03:00:34 PM	10 Apr, 2025 03:04:42 PM	08 Apr, 2025 09:26:11 PM	0:02:04		Internal
621943424831			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Apr, 2025 03:00:34 PM	10 Apr, 2025 03:04:42 PM	08 Apr, 2025 09:26:11 PM	0:02:04		Internal
621943424831			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		09 Apr, 2025 03:00:34 PM	10 Apr, 2025 03:04:42 PM	08 Apr, 2025 09:26:11 PM	0:02:04		Internal
621943424831			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Apr, 2025 03:00:34 PM	10 Apr, 2025 03:04:42 PM	08 Apr, 2025 09:26:11 PM	0:02:04		Internal
621943424831			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Apr, 2025 03:00:34 PM	10 Apr, 2025 03:04:42 PM	08 Apr, 2025 09:26:11 PM	0:02:04		Internal
621943424831			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Apr, 2025 03:00:34 PM	10 Apr, 2025 03:04:42 PM	08 Apr, 2025 09:26:11 PM	0:02:04		Internal
622973663706			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Apr, 2025 04:00:34 PM	10 Apr, 2025 04:05:15 PM	10 Apr, 2025 02:19:17 PM	0:02:45		Internal
622973663706			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Apr, 2025 04:00:34 PM	10 Apr, 2025 04:05:15 PM	10 Apr, 2025 02:19:17 PM	0:02:45		Internal
622973663706			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Apr, 2025 04:00:34 PM	10 Apr, 2025 04:05:15 PM	10 Apr, 2025 02:19:17 PM	0:02:45		Internal
622973663706			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Apr, 2025 04:00:34 PM	10 Apr, 2025 04:05:15 PM	10 Apr, 2025 02:19:17 PM	0:02:45		Internal
622973663706			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Apr, 2025 04:00:34 PM	10 Apr, 2025 04:05:15 PM	10 Apr, 2025 02:19:17 PM	0:02:45		Internal
622973663706			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Apr, 2025 04:00:34 PM	10 Apr, 2025 04:05:15 PM	10 Apr, 2025 02:19:17 PM	0:02:45		Internal
622973663706			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Apr, 2025 04:00:34 PM	10 Apr, 2025 04:05:15 PM	10 Apr, 2025 02:19:17 PM	0:02:45		Internal
622973663706			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Apr, 2025 04:00:34 PM	10 Apr, 2025 04:05:15 PM	10 Apr, 2025 02:19:17 PM	0:02:45		Internal
622973663706			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Apr, 2025 04:00:34 PM	10 Apr, 2025 04:05:15 PM	10 Apr, 2025 02:19:17 PM	0:02:45		Internal
622973663706			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Apr, 2025 04:00:34 PM	10 Apr, 2025 04:05:15 PM	10 Apr, 2025 02:19:17 PM	0:02:45		Internal
622973663706			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Apr, 2025 04:00:34 PM	10 Apr, 2025 04:05:15 PM	10 Apr, 2025 02:19:17 PM	0:02:45		Internal
622973663706			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Apr, 2025 04:00:34 PM	10 Apr, 2025 04:05:15 PM	10 Apr, 2025 02:19:17 PM	0:02:45		Internal
622973663706			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Apr, 2025 04:00:34 PM	10 Apr, 2025 04:05:15 PM	10 Apr, 2025 02:19:17 PM	0:02:45		Internal
622973663706			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Apr, 2025 04:00:34 PM	10 Apr, 2025 04:05:15 PM	10 Apr, 2025 02:19:17 PM	0:02:45		Internal
622973663706			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Apr, 2025 04:00:34 PM	10 Apr, 2025 04:05:15 PM	10 Apr, 2025 02:19:17 PM	0:02:45		Internal
622973663706			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Apr, 2025 04:00:34 PM	10 Apr, 2025 04:05:15 PM	10 Apr, 2025 02:19:17 PM	0:02:45		Internal
622973663706			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Apr, 2025 04:00:34 PM	10 Apr, 2025 04:05:15 PM	10 Apr, 2025 02:19:17 PM	0:02:45		Internal
622973663706			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Apr, 2025 04:00:34 PM	10 Apr, 2025 04:05:15 PM	10 Apr, 2025 02:19:17 PM	0:02:45		Internal
622973663706			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Apr, 2025 04:00:34 PM	10 Apr, 2025 04:05:15 PM	10 Apr, 2025 02:19:17 PM	0:02:45		Internal
622973663706			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Apr, 2025 04:00:34 PM	10 Apr, 2025 04:05:15 PM	10 Apr, 2025 02:19:17 PM	0:02:45		Internal
622973663706			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Apr, 2025 04:00:34 PM	10 Apr, 2025 04:05:15 PM	10 Apr, 2025 02:19:17 PM	0:02:45		Internal
622973663706			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Apr, 2025 04:00:34 PM	10 Apr, 2025 04:05:15 PM	10 Apr, 2025 02:19:17 PM	0:02:45		Internal
622973663706			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Apr, 2025 04:00:34 PM	10 Apr, 2025 04:05:15 PM	10 Apr, 2025 02:19:17 PM	0:02:45		Internal
622973663706			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Apr, 2025 04:00:34 PM	10 Apr, 2025 04:05:15 PM	10 Apr, 2025 02:19:17 PM	0:02:45		Internal
622973663706			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Apr, 2025 04:00:34 PM	10 Apr, 2025 04:05:15 PM	10 Apr, 2025 02:19:17 PM	0:02:45		Internal
622973663706			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Apr, 2025 04:00:34 PM	10 Apr, 2025 04:05:15 PM	10 Apr, 2025 02:19:17 PM	0:02:45		Internal
621942557894			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Apr, 2025 12:23:28 PM	10 Apr, 2025 04:08:26 PM	02 Apr, 2025 06:45:20 PM	0:04:19		Internal
621942557894			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Apr, 2025 12:23:28 PM	10 Apr, 2025 04:08:26 PM	02 Apr, 2025 06:45:20 PM	0:04:19		Internal
621942557894			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Apr, 2025 12:23:28 PM	10 Apr, 2025 04:08:26 PM	02 Apr, 2025 06:45:20 PM	0:04:19		Internal
621942557894			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Apr, 2025 12:23:28 PM	10 Apr, 2025 04:08:26 PM	02 Apr, 2025 06:45:20 PM	0:04:19		Internal
621942557894			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Apr, 2025 12:23:28 PM	10 Apr, 2025 04:08:26 PM	02 Apr, 2025 06:45:20 PM	0:04:19		Internal
621942557894			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Apr, 2025 12:23:28 PM	10 Apr, 2025 04:08:26 PM	02 Apr, 2025 06:45:20 PM	0:04:19		Internal
621942557894			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Apr, 2025 12:23:28 PM	10 Apr, 2025 04:08:26 PM	02 Apr, 2025 06:45:20 PM	0:04:19		Internal
621942557894			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Apr, 2025 12:23:28 PM	10 Apr, 2025 04:08:26 PM	02 Apr, 2025 06:45:20 PM	0:04:19		Internal
621942557894			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Apr, 2025 12:23:28 PM	10 Apr, 2025 04:08:26 PM	02 Apr, 2025 06:45:20 PM	0:04:19		Internal
621942557894			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Apr, 2025 12:23:28 PM	10 Apr, 2025 04:08:26 PM	02 Apr, 2025 06:45:20 PM	0:04:19		Internal

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
621942557894	[redacted]		CTE_Bus_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	03 Apr, 2025 12:23:28 PM	10 Apr, 2025 04:08:26 PM	02 Apr, 2025 06:45:20 PM	0:04:19		Internal
621942557894			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Apr, 2025 12:23:28 PM	10 Apr, 2025 04:08:26 PM	02 Apr, 2025 06:45:20 PM	0:04:19		Internal
621942557894			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Apr, 2025 12:23:28 PM	10 Apr, 2025 04:08:26 PM	02 Apr, 2025 06:45:20 PM	0:04:19		Internal
621942557894			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Apr, 2025 12:23:28 PM	10 Apr, 2025 04:08:26 PM	02 Apr, 2025 06:45:20 PM	0:04:19		Internal
621942557894			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Apr, 2025 12:23:28 PM	10 Apr, 2025 04:08:26 PM	02 Apr, 2025 06:45:20 PM	0:04:19		Internal
621942557894			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Apr, 2025 12:23:28 PM	10 Apr, 2025 04:08:26 PM	02 Apr, 2025 06:45:20 PM	0:04:19		Internal
621942557894			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Apr, 2025 12:23:28 PM	10 Apr, 2025 04:08:26 PM	02 Apr, 2025 06:45:20 PM	0:04:19		Internal
621942557894			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Apr, 2025 12:23:28 PM	10 Apr, 2025 04:08:26 PM	02 Apr, 2025 06:45:20 PM	0:04:19		Internal
621942557894			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Apr, 2025 12:23:28 PM	10 Apr, 2025 04:08:26 PM	02 Apr, 2025 06:45:20 PM	0:04:19		Internal
621942557894			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Apr, 2025 12:23:28 PM	10 Apr, 2025 04:08:26 PM	02 Apr, 2025 06:45:20 PM	0:04:19		Internal
621942557894			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Apr, 2025 12:23:28 PM	10 Apr, 2025 04:08:26 PM	02 Apr, 2025 06:45:20 PM	0:04:19		Internal
621942557894			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Apr, 2025 12:23:28 PM	10 Apr, 2025 04:08:26 PM	02 Apr, 2025 06:45:20 PM	0:04:19		Internal
621942557894			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Apr, 2025 12:23:28 PM	10 Apr, 2025 04:08:26 PM	02 Apr, 2025 06:45:20 PM	0:04:19		Internal
621942557894			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Apr, 2025 12:23:28 PM	10 Apr, 2025 04:08:26 PM	02 Apr, 2025 06:45:20 PM	0:04:19		Internal
621942557894			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Apr, 2025 12:23:28 PM	10 Apr, 2025 04:08:26 PM	02 Apr, 2025 06:45:20 PM	0:04:19		Internal
621942557894			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Apr, 2025 12:23:28 PM	10 Apr, 2025 04:08:26 PM	02 Apr, 2025 06:45:20 PM	0:04:19		Internal
621943062981			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Apr, 2025 12:30:44 PM	10 Apr, 2025 04:51:22 PM	07 Apr, 2025 12:04:58 PM	0:08:29		Internal
621943062981			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Apr, 2025 12:30:44 PM	10 Apr, 2025 04:51:22 PM	07 Apr, 2025 12:04:58 PM	0:08:29		Internal
621943062981			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Apr, 2025 12:30:44 PM	10 Apr, 2025 04:51:22 PM	07 Apr, 2025 12:04:58 PM	0:08:29		Internal
621943062981			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Apr, 2025 12:30:44 PM	10 Apr, 2025 04:51:22 PM	07 Apr, 2025 12:04:58 PM	0:08:29		Internal
621943062981			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Apr, 2025 12:30:44 PM	10 Apr, 2025 04:51:22 PM	07 Apr, 2025 12:04:58 PM	0:08:29		Internal
621943062981			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Apr, 2025 12:30:44 PM	10 Apr, 2025 04:51:22 PM	07 Apr, 2025 12:04:58 PM	0:08:29		Internal
621943062981			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Apr, 2025 12:30:44 PM	10 Apr, 2025 04:51:22 PM	07 Apr, 2025 12:04:58 PM	0:08:29		Internal
621943062981			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Apr, 2025 12:30:44 PM	10 Apr, 2025 04:51:22 PM	07 Apr, 2025 12:04:58 PM	0:08:29		Internal
621943062981			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Apr, 2025 12:30:44 PM	10 Apr, 2025 04:51:22 PM	07 Apr, 2025 12:04:58 PM	0:08:29		Internal
621943062981			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Apr, 2025 12:30:44 PM	10 Apr, 2025 04:51:22 PM	07 Apr, 2025 12:04:58 PM	0:08:29		Internal
621943062981			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Apr, 2025 12:30:44 PM	10 Apr, 2025 04:51:22 PM	07 Apr, 2025 12:04:58 PM	0:08:29		Internal
621943062981			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Apr, 2025 12:30:44 PM	10 Apr, 2025 04:51:22 PM	07 Apr, 2025 12:04:58 PM	0:08:29		Internal
621943062981			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Apr, 2025 12:30:44 PM	10 Apr, 2025 04:51:22 PM	07 Apr, 2025 12:04:58 PM	0:08:29		Internal
621943062981			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Apr, 2025 12:30:44 PM	10 Apr, 2025 04:51:22 PM	07 Apr, 2025 12:04:58 PM	0:08:29		Internal
621943062981			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Apr, 2025 12:30:44 PM	10 Apr, 2025 04:51:22 PM	07 Apr, 2025 12:04:58 PM	0:08:29		Internal
621943062981			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Apr, 2025 12:30:44 PM	10 Apr, 2025 04:51:22 PM	07 Apr, 2025 12:04:58 PM	0:08:29		Internal
621943062981			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Apr, 2025 12:30:44 PM	10 Apr, 2025 04:51:22 PM	07 Apr, 2025 12:04:58 PM	0:08:29		Internal
621943062981			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Apr, 2025 12:30:44 PM	10 Apr, 2025 04:51:22 PM	07 Apr, 2025 12:04:58 PM	0:08:29		Internal
621943062981			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Apr, 2025 12:30:44 PM	10 Apr, 2025 04:51:22 PM	07 Apr, 2025 12:04:58 PM	0:08:29		Internal
621943062981			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Apr, 2025 12:30:44 PM	10 Apr, 2025 04:51:22 PM	07 Apr, 2025 12:04:58 PM	0:08:29		Internal
621943062981			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Apr, 2025 12:30:44 PM	10 Apr, 2025 04:51:22 PM	07 Apr, 2025 12:04:58 PM	0:08:29		Internal
621943062981			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Apr, 2025 12:30:44 PM	10 Apr, 2025 04:51:22 PM	07 Apr, 2025 12:04:58 PM	0:08:29		Internal
621943062981			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		07 Apr, 2025 12:30:44 PM	10 Apr, 2025 04:51:22 PM	07 Apr, 2025 12:04:58 PM	0:08:29		Internal
621943062981			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Apr, 2025 12:30:44 PM	10 Apr, 2025 04:51:22 PM	07 Apr, 2025 12:04:58 PM	0:08:29		Internal
621943062981			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Apr, 2025 12:30:44 PM	10 Apr, 2025 04:51:22 PM	07 Apr, 2025 12:04:58 PM	0:08:29		Internal
621943062981			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Apr, 2025 12:30:44 PM	10 Apr, 2025 04:51:22 PM	07 Apr, 2025 12:04:58 PM	0:08:29		Internal
621943480112			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Apr, 2025 03:00:31 PM	10 Apr, 2025 05:04:35 PM	09 Apr, 2025 02:03:07 PM	0:06:32		Internal
621943480112			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Apr, 2025 03:00:31 PM	10 Apr, 2025 05:04:35 PM	09 Apr, 2025 02:03:07 PM	0:06:32		Internal
621943480112			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Apr, 2025 03:00:31 PM	10 Apr, 2025 05:04:35 PM	09 Apr, 2025 02:03:07 PM	0:06:32		Internal
621943480112			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Apr, 2025 03:00:31 PM	10 Apr, 2025 05:04:35 PM	09 Apr, 2025 02:03:07 PM	0:06:32		Internal

Master Contact	Agent Name	Team	Skill		Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621943480112			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Apr, 2025 03:00:31 PM	10 Apr, 2025 05:04:35 PM	09 Apr, 2025 02:03:07 PM	0:06:32		Internal
621943480112			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Apr, 2025 03:00:31 PM	10 Apr, 2025 05:04:35 PM	09 Apr, 2025 02:03:07 PM	0:06:32		Internal
621943480112			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Apr, 2025 03:00:31 PM	10 Apr, 2025 05:04:35 PM	09 Apr, 2025 02:03:07 PM	0:06:32		Internal
621943480112			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Apr, 2025 03:00:31 PM	10 Apr, 2025 05:04:35 PM	09 Apr, 2025 02:03:07 PM	0:06:32		Internal
621943480112			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Apr, 2025 03:00:31 PM	10 Apr, 2025 05:04:35 PM	09 Apr, 2025 02:03:07 PM	0:06:32		Internal
621943480112			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Apr, 2025 03:00:31 PM	10 Apr, 2025 05:04:35 PM	09 Apr, 2025 02:03:07 PM	0:06:32		Internal
621943480112			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Apr, 2025 03:00:31 PM	10 Apr, 2025 05:04:35 PM	09 Apr, 2025 02:03:07 PM	0:06:32		Internal
621943480112			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Apr, 2025 03:00:31 PM	10 Apr, 2025 05:04:35 PM	09 Apr, 2025 02:03:07 PM	0:06:32		Internal
621943480112			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Apr, 2025 03:00:31 PM	10 Apr, 2025 05:04:35 PM	09 Apr, 2025 02:03:07 PM	0:06:32		Internal
621943480112			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Apr, 2025 03:00:31 PM	10 Apr, 2025 05:04:35 PM	09 Apr, 2025 02:03:07 PM	0:06:32		Internal
621943480112			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Apr, 2025 03:00:31 PM	10 Apr, 2025 05:04:35 PM	09 Apr, 2025 02:03:07 PM	0:06:32		Internal
621943480112			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Apr, 2025 03:00:31 PM	10 Apr, 2025 05:04:35 PM	09 Apr, 2025 02:03:07 PM	0:06:32		Internal
621943480112			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Apr, 2025 03:00:31 PM	10 Apr, 2025 05:04:35 PM	09 Apr, 2025 02:03:07 PM	0:06:32		Internal
621943480112			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Apr, 2025 03:00:31 PM	10 Apr, 2025 05:04:35 PM	09 Apr, 2025 02:03:07 PM	0:06:32		Internal
621943480112			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Apr, 2025 03:00:31 PM	10 Apr, 2025 05:04:35 PM	09 Apr, 2025 02:03:07 PM	0:06:32		Internal
621943480112			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Apr, 2025 03:00:31 PM	10 Apr, 2025 05:04:35 PM	09 Apr, 2025 02:03:07 PM	0:06:32		Internal
621943480112			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Apr, 2025 03:00:31 PM	10 Apr, 2025 05:04:35 PM	09 Apr, 2025 02:03:07 PM	0:06:32		Internal
621943480112			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Apr, 2025 03:00:31 PM	10 Apr, 2025 05:04:35 PM	09 Apr, 2025 02:03:07 PM	0:06:32		Internal
621943480112			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		09 Apr, 2025 03:00:31 PM	10 Apr, 2025 05:04:35 PM	09 Apr, 2025 02:03:07 PM	0:06:32		Internal
621943480112			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Apr, 2025 03:00:31 PM	10 Apr, 2025 05:04:35 PM	09 Apr, 2025 02:03:07 PM	0:06:32		Internal
621943480112			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Apr, 2025 03:00:31 PM	10 Apr, 2025 05:04:35 PM	09 Apr, 2025 02:03:07 PM	0:06:32		Internal
621943480112			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Apr, 2025 03:00:31 PM	10 Apr, 2025 05:04:35 PM	09 Apr, 2025 02:03:07 PM	0:06:32		Internal
622973646378			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Apr, 2025 05:34:48 PM	10 Apr, 2025 05:39:33 PM	10 Apr, 2025 01:13:41 PM	0:02:53		Internal
622973646378			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Apr, 2025 05:34:48 PM	10 Apr, 2025 05:39:33 PM	10 Apr, 2025 01:13:41 PM	0:02:53		Internal
622973646378			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Apr, 2025 05:34:48 PM	10 Apr, 2025 05:39:33 PM	10 Apr, 2025 01:13:41 PM	0:02:53		Internal
622973646378			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Apr, 2025 05:34:48 PM	10 Apr, 2025 05:39:33 PM	10 Apr, 2025 01:13:41 PM	0:02:53		Internal
622973646378			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Apr, 2025 05:34:48 PM	10 Apr, 2025 05:39:33 PM	10 Apr, 2025 01:13:41 PM	0:02:53		Internal
622973646378			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Apr, 2025 05:34:48 PM	10 Apr, 2025 05:39:33 PM	10 Apr, 2025 01:13:41 PM	0:02:53		Internal
622973646378			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Apr, 2025 05:34:48 PM	10 Apr, 2025 05:39:33 PM	10 Apr, 2025 01:13:41 PM	0:02:53		Internal
622973646378			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Apr, 2025 05:34:48 PM	10 Apr, 2025 05:39:33 PM	10 Apr, 2025 01:13:41 PM	0:02:53		Internal
622973646378			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Apr, 2025 05:34:48 PM	10 Apr, 2025 05:39:33 PM	10 Apr, 2025 01:13:41 PM	0:02:53		Internal
622973646378			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Apr, 2025 05:34:48 PM	10 Apr, 2025 05:39:33 PM	10 Apr, 2025 01:13:41 PM	0:02:53		Internal
622973646378			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Apr, 2025 05:34:48 PM	10 Apr, 2025 05:39:33 PM	10 Apr, 2025 01:13:41 PM	0:02:53		Internal
622973646378			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Apr, 2025 05:34:48 PM	10 Apr, 2025 05:39:33 PM	10 Apr, 2025 01:13:41 PM	0:02:53		Internal
622973646378			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Apr, 2025 05:34:48 PM	10 Apr, 2025 05:39:33 PM	10 Apr, 2025 01:13:41 PM	0:02:53		Internal
622973646378			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Apr, 2025 05:34:48 PM	10 Apr, 2025 05:39:33 PM	10 Apr, 2025 01:13:41 PM	0:02:53		Internal
622973646378			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Apr, 2025 05:34:48 PM	10 Apr, 2025 05:39:33 PM	10 Apr, 2025 01:13:41 PM	0:02:53		Internal
622973646378			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Apr, 2025 05:34:48 PM	10 Apr, 2025 05:39:33 PM	10 Apr, 2025 01:13:41 PM	0:02:53		Internal
622973646378			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Apr, 2025 05:34:48 PM	10 Apr, 2025 05:39:33 PM	10 Apr, 2025 01:13:41 PM	0:02:53		Internal
622973646378			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Apr, 2025 05:34:48 PM	10 Apr, 2025 05:39:33 PM	10 Apr, 2025 01:13:41 PM	0:02:53		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
622973646378	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	10 Apr, 2025 05:34:48 PM	10 Apr, 2025 05:39:33 PM	10 Apr, 2025 01:13:41 PM	0:02:53		Internal
622973646378			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Apr, 2025 05:34:48 PM	10 Apr, 2025 05:39:33 PM	10 Apr, 2025 01:13:41 PM	0:02:53		Internal
622973646378			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Apr, 2025 05:34:48 PM	10 Apr, 2025 05:39:33 PM	10 Apr, 2025 01:13:41 PM	0:02:53		Internal
622973646378			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Apr, 2025 05:34:48 PM	10 Apr, 2025 05:39:33 PM	10 Apr, 2025 01:13:41 PM	0:02:53		Internal
622973646378			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Apr, 2025 05:34:48 PM	10 Apr, 2025 05:39:33 PM	10 Apr, 2025 01:13:41 PM	0:02:53		Internal
622973646378			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Apr, 2025 05:34:48 PM	10 Apr, 2025 05:39:33 PM	10 Apr, 2025 01:13:41 PM	0:02:53		Internal
622973646378			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Apr, 2025 05:34:48 PM	10 Apr, 2025 05:39:33 PM	10 Apr, 2025 01:13:41 PM	0:02:53		Internal
622973646378			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Apr, 2025 05:34:48 PM	10 Apr, 2025 05:39:33 PM	10 Apr, 2025 01:13:41 PM	0:02:53		Internal
622973608418			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Apr, 2025 08:00:49 AM	10 Apr, 2025 05:41:23 PM	09 Apr, 2025 09:29:18 PM	0:05:05		Internal
622973608418			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Apr, 2025 08:00:49 AM	10 Apr, 2025 05:41:23 PM	09 Apr, 2025 09:29:18 PM	0:05:05		Internal
622973608418			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Apr, 2025 08:00:49 AM	10 Apr, 2025 05:41:23 PM	09 Apr, 2025 09:29:18 PM	0:05:05		Internal
622973608418			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Apr, 2025 08:00:49 AM	10 Apr, 2025 05:41:23 PM	09 Apr, 2025 09:29:18 PM	0:05:05		Internal
622973608418			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Apr, 2025 08:00:49 AM	10 Apr, 2025 05:41:23 PM	09 Apr, 2025 09:29:18 PM	0:05:05		Internal
622973608418			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Apr, 2025 08:00:49 AM	10 Apr, 2025 05:41:23 PM	09 Apr, 2025 09:29:18 PM	0:05:05		Internal
622973608418			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Apr, 2025 08:00:49 AM	10 Apr, 2025 05:41:23 PM	09 Apr, 2025 09:29:18 PM	0:05:05		Internal
622973608418			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Apr, 2025 08:00:49 AM	10 Apr, 2025 05:41:23 PM	09 Apr, 2025 09:29:18 PM	0:05:05		Internal
622973608418			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Apr, 2025 08:00:49 AM	10 Apr, 2025 05:41:23 PM	09 Apr, 2025 09:29:18 PM	0:05:05		Internal
622973608418			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Apr, 2025 08:00:49 AM	10 Apr, 2025 05:41:23 PM	09 Apr, 2025 09:29:18 PM	0:05:05		Internal
622973608418			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Apr, 2025 08:00:49 AM	10 Apr, 2025 05:41:23 PM	09 Apr, 2025 09:29:18 PM	0:05:05		Internal
622973608418			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Apr, 2025 08:00:49 AM	10 Apr, 2025 05:41:23 PM	09 Apr, 2025 09:29:18 PM	0:05:05		Internal
622973608418			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Apr, 2025 08:00:49 AM	10 Apr, 2025 05:41:23 PM	09 Apr, 2025 09:29:18 PM	0:05:05		Internal
622973608418			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Apr, 2025 08:00:49 AM	10 Apr, 2025 05:41:23 PM	09 Apr, 2025 09:29:18 PM	0:05:05		Internal
622973608418			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Apr, 2025 08:00:49 AM	10 Apr, 2025 05:41:23 PM	09 Apr, 2025 09:29:18 PM	0:05:05		Internal
622973608418			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Apr, 2025 08:00:49 AM	10 Apr, 2025 05:41:23 PM	09 Apr, 2025 09:29:18 PM	0:05:05		Internal
622973608418			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Apr, 2025 08:00:49 AM	10 Apr, 2025 05:41:23 PM	09 Apr, 2025 09:29:18 PM	0:05:05		Internal
622973608418			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Apr, 2025 08:00:49 AM	10 Apr, 2025 05:41:23 PM	09 Apr, 2025 09:29:18 PM	0:05:05		Internal
622973608418			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Apr, 2025 08:00:49 AM	10 Apr, 2025 05:41:23 PM	09 Apr, 2025 09:29:18 PM	0:05:05		Internal
622973608418			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Apr, 2025 08:00:49 AM	10 Apr, 2025 05:41:23 PM	09 Apr, 2025 09:29:18 PM	0:05:05		Internal
622973608418			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Apr, 2025 08:00:49 AM	10 Apr, 2025 05:41:23 PM	09 Apr, 2025 09:29:18 PM	0:05:05		Internal
622973608418			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Apr, 2025 08:00:49 AM	10 Apr, 2025 05:41:23 PM	09 Apr, 2025 09:29:18 PM	0:05:05		Internal
622973608418			CTE_Bus_Solar		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Apr, 2025 08:00:49 AM	10 Apr, 2025 05:41:23 PM	09 Apr, 2025 09:29:18 PM	0:05:05		Internal
622973608418			CTE_Bus_Solar		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Apr, 2025 08:00:49 AM	10 Apr, 2025 05:41:23 PM	09 Apr, 2025 09:29:18 PM	0:05:05		Internal
622973608418			CTE_Bus_Solar		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Apr, 2025 08:00:49 AM	10 Apr, 2025 05:41:23 PM	09 Apr, 2025 09:29:18 PM	0:05:05		Internal
622973608418			CTE_Bus_Solar		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Apr, 2025 08:00:49 AM	10 Apr, 2025 05:41:23 PM	09 Apr, 2025 09:29:18 PM	0:05:05		Internal
621943063109			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Apr, 2025 12:30:47 PM	10 Apr, 2025 05:44:44 PM	07 Apr, 2025 12:13:02 PM	0:02:55		Internal
621943063109			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Apr, 2025 12:30:47 PM	10 Apr, 2025 05:44:44 PM	07 Apr, 2025 12:13:02 PM	0:02:55		Internal
621943063109			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Apr, 2025 12:30:47 PM	10 Apr, 2025 05:44:44 PM	07 Apr, 2025 12:13:02 PM	0:02:55		Internal
621943063109			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Apr, 2025 12:30:47 PM	10 Apr, 2025 05:44:44 PM	07 Apr, 2025 12:13:02 PM	0:02:55		Internal
621943063109			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Apr, 2025 12:30:47 PM	10 Apr, 2025 05:44:44 PM	07 Apr, 2025 12:13:02 PM	0:02:55		Internal
621943063109			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Apr, 2025 12:30:47 PM	10 Apr, 2025 05:44:44 PM	07 Apr, 2025 12:13:02 PM	0:02:55		Internal
621943063109			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Apr, 2025 12:30:47 PM	10 Apr, 2025 05:44:44 PM	07 Apr, 2025 12:13:02 PM	0:02:55		Internal
621943063109			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Apr, 2025 12:30:47 PM	10 Apr, 2025 05:44:44 PM	07 Apr, 2025 12:13:02 PM	0:02:55		Internal
621943063109			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Apr, 2025 12:30:47 PM	10 Apr, 2025 05:44:44 PM	07 Apr, 2025 12:13:02 PM	0:02:55		Internal
621943063109			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Apr, 2025 12:30:47 PM	10 Apr, 2025 05:44:44 PM	07 Apr, 2025 12:13:02 PM	0:02:55		Internal
621943063109			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Apr, 2025 12:30:47 PM	10 Apr, 2025 05:44:44 PM	07 Apr, 2025 12:13:02 PM	0:02:55		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621943063109			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Apr, 2025 12:30:47 PM	10 Apr, 2025 05:44:44 PM	07 Apr, 2025 12:13:02 PM	0:02:55		Internal
621943063109			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Apr, 2025 12:30:47 PM	10 Apr, 2025 05:44:44 PM	07 Apr, 2025 12:13:02 PM	0:02:55		Internal
621943063109			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Apr, 2025 12:30:47 PM	10 Apr, 2025 05:44:44 PM	07 Apr, 2025 12:13:02 PM	0:02:55		Internal
621943063109			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Apr, 2025 12:30:47 PM	10 Apr, 2025 05:44:44 PM	07 Apr, 2025 12:13:02 PM	0:02:55		Internal
621943063109			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Apr, 2025 12:30:47 PM	10 Apr, 2025 05:44:44 PM	07 Apr, 2025 12:13:02 PM	0:02:55		Internal
621943063109			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Apr, 2025 12:30:47 PM	10 Apr, 2025 05:44:44 PM	07 Apr, 2025 12:13:02 PM	0:02:55		Internal
621943063109			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Apr, 2025 12:30:47 PM	10 Apr, 2025 05:44:44 PM	07 Apr, 2025 12:13:02 PM	0:02:55		Internal
621943063109			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Apr, 2025 12:30:47 PM	10 Apr, 2025 05:44:44 PM	07 Apr, 2025 12:13:02 PM	0:02:55		Internal
621943063109			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Apr, 2025 12:30:47 PM	10 Apr, 2025 05:44:44 PM	07 Apr, 2025 12:13:02 PM	0:02:55		Internal
621943063109			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Apr, 2025 12:30:47 PM	10 Apr, 2025 05:44:44 PM	07 Apr, 2025 12:13:02 PM	0:02:55		Internal
621943063109			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Apr, 2025 12:30:47 PM	10 Apr, 2025 05:44:44 PM	07 Apr, 2025 12:13:02 PM	0:02:55		Internal
621943063109			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		07 Apr, 2025 12:30:47 PM	10 Apr, 2025 05:44:44 PM	07 Apr, 2025 12:13:02 PM	0:02:55		Internal
621943063109			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Apr, 2025 12:30:47 PM	10 Apr, 2025 05:44:44 PM	07 Apr, 2025 12:13:02 PM	0:02:55		Internal
621943063109			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Apr, 2025 12:30:47 PM	10 Apr, 2025 05:44:44 PM	07 Apr, 2025 12:13:02 PM	0:02:55		Internal
621943063109			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Apr, 2025 12:30:47 PM	10 Apr, 2025 05:44:44 PM	07 Apr, 2025 12:13:02 PM	0:02:55		Internal
621943062718			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Apr, 2025 12:30:48 PM	10 Apr, 2025 06:00:16 PM	07 Apr, 2025 12:10:07 PM	0:02:51		Internal
621943062718			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Apr, 2025 12:30:48 PM	10 Apr, 2025 06:00:16 PM	07 Apr, 2025 12:10:07 PM	0:02:51		Internal
621943062718			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Apr, 2025 12:30:48 PM	10 Apr, 2025 06:00:16 PM	07 Apr, 2025 12:10:07 PM	0:02:51		Internal
621943062718			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Apr, 2025 12:30:48 PM	10 Apr, 2025 06:00:16 PM	07 Apr, 2025 12:10:07 PM	0:02:51		Internal
621943062718			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Apr, 2025 12:30:48 PM	10 Apr, 2025 06:00:16 PM	07 Apr, 2025 12:10:07 PM	0:02:51		Internal
621943062718			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Apr, 2025 12:30:48 PM	10 Apr, 2025 06:00:16 PM	07 Apr, 2025 12:10:07 PM	0:02:51		Internal
621943062718			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Apr, 2025 12:30:48 PM	10 Apr, 2025 06:00:16 PM	07 Apr, 2025 12:10:07 PM	0:02:51		Internal
621943062718			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Apr, 2025 12:30:48 PM	10 Apr, 2025 06:00:16 PM	07 Apr, 2025 12:10:07 PM	0:02:51		Internal
621943062718			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Apr, 2025 12:30:48 PM	10 Apr, 2025 06:00:16 PM	07 Apr, 2025 12:10:07 PM	0:02:51		Internal
621943062718			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Apr, 2025 12:30:48 PM	10 Apr, 2025 06:00:16 PM	07 Apr, 2025 12:10:07 PM	0:02:51		Internal
621943062718			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Apr, 2025 12:30:48 PM	10 Apr, 2025 06:00:16 PM	07 Apr, 2025 12:10:07 PM	0:02:51		Internal
621943062718			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Apr, 2025 12:30:48 PM	10 Apr, 2025 06:00:16 PM	07 Apr, 2025 12:10:07 PM	0:02:51		Internal
621943062718			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Apr, 2025 12:30:48 PM	10 Apr, 2025 06:00:16 PM	07 Apr, 2025 12:10:07 PM	0:02:51		Internal
621943062718			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Apr, 2025 12:30:48 PM	10 Apr, 2025 06:00:16 PM	07 Apr, 2025 12:10:07 PM	0:02:51		Internal
621943062718			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Apr, 2025 12:30:48 PM	10 Apr, 2025 06:00:16 PM	07 Apr, 2025 12:10:07 PM	0:02:51		Internal
621943062718			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Apr, 2025 12:30:48 PM	10 Apr, 2025 06:00:16 PM	07 Apr, 2025 12:10:07 PM	0:02:51		Internal
621943062718			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Apr, 2025 12:30:48 PM	10 Apr, 2025 06:00:16 PM	07 Apr, 2025 12:10:07 PM	0:02:51		Internal
621943062718			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Apr, 2025 12:30:48 PM	10 Apr, 2025 06:00:16 PM	07 Apr, 2025 12:10:07 PM	0:02:51		Internal
621943062718			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Apr, 2025 12:30:48 PM	10 Apr, 2025 06:00:16 PM	07 Apr, 2025 12:10:07 PM	0:02:51		Internal
621943062718			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Apr, 2025 12:30:48 PM	10 Apr, 2025 06:00:16 PM	07 Apr, 2025 12:10:07 PM	0:02:51		Internal
621943062718			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Apr, 2025 12:30:48 PM	10 Apr, 2025 06:00:16 PM	07 Apr, 2025 12:10:07 PM	0:02:51		Internal
621943062718			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Apr, 2025 12:30:48 PM	10 Apr, 2025 06:00:16 PM	07 Apr, 2025 12:10:07 PM	0:02:51		Internal
621943062718			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		07 Apr, 2025 12:30:48 PM	10 Apr, 2025 06:00:16 PM	07 Apr, 2025 12:10:07 PM	0:02:51		Internal
621943062718			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Apr, 2025 12:30:48 PM	10 Apr, 2025 06:00:16 PM	07 Apr, 2025 12:10:07 PM	0:02:51		Internal
621943062718			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Apr, 2025 12:30:48 PM	10 Apr, 2025 06:00:16 PM	07 Apr, 2025 12:10:07 PM	0:02:51		Internal
621943062718			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Apr, 2025 12:30:48 PM	10 Apr, 2025 06:00:16 PM	07 Apr, 2025 12:10:07 PM	0:02:51		Internal
621943055084			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Apr, 2025 05:53:13 PM	10 Apr, 2025 06:03:36 PM	07 Apr, 2025 02:15:36 AM	0:02:20		Internal
621943055084			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Apr, 2025 05:53:13 PM	10 Apr, 2025 06:03:36 PM	07 Apr, 2025 02:15:36 AM	0:02:20		Internal
621943055084			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Apr, 2025 05:53:13 PM	10 Apr, 2025 06:03:36 PM	07 Apr, 2025 02:15:36 AM	0:02:20		Internal
621943055084			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Apr, 2025 05:53:13 PM	10 Apr, 2025 06:03:36 PM	07 Apr, 2025 02:15:36 AM	0:02:20		Internal
621943055084			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Apr, 2025 05:53:13 PM	10 Apr, 2025 06:03:36 PM	07 Apr, 2025 02:15:36 AM	0:02:20		Internal
621943055084			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Apr, 2025 05:53:13 PM	10 Apr, 2025 06:03:36 PM	07 Apr, 2025 02:15:36 AM	0:02:20		Internal
621943055084			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Apr, 2025 05:53:13 PM	10 Apr, 2025 06:03:36 PM	07 Apr, 2025 02:15:36 AM	0:02:20		Internal
621943055084			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Apr, 2025 05:53:13 PM	10 Apr, 2025 06:03:36 PM	07 Apr, 2025 02:15:36 AM	0:02:20		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621943055084	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	[redacted]	10 Apr, 2025 05:53:13 PM	10 Apr, 2025 06:03:36 PM	07 Apr, 2025 02:15:36 AM	0:02:20		Internal
621943055084			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Apr, 2025 05:53:13 PM	10 Apr, 2025 06:03:36 PM	07 Apr, 2025 02:15:36 AM	0:02:20		Internal
621943055084			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Apr, 2025 05:53:13 PM	10 Apr, 2025 06:03:36 PM	07 Apr, 2025 02:15:36 AM	0:02:20		Internal
621943055084			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Apr, 2025 05:53:13 PM	10 Apr, 2025 06:03:36 PM	07 Apr, 2025 02:15:36 AM	0:02:20		Internal
621943055084			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Apr, 2025 05:53:13 PM	10 Apr, 2025 06:03:36 PM	07 Apr, 2025 02:15:36 AM	0:02:20		Internal
621943055084			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Apr, 2025 05:53:13 PM	10 Apr, 2025 06:03:36 PM	07 Apr, 2025 02:15:36 AM	0:02:20		Internal
621943055084			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Apr, 2025 05:53:13 PM	10 Apr, 2025 06:03:36 PM	07 Apr, 2025 02:15:36 AM	0:02:20		Internal
621943055084			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Apr, 2025 05:53:13 PM	10 Apr, 2025 06:03:36 PM	07 Apr, 2025 02:15:36 AM	0:02:20		Internal
621943055084			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Apr, 2025 05:53:13 PM	10 Apr, 2025 06:03:36 PM	07 Apr, 2025 02:15:36 AM	0:02:20		Internal
621943055084			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Apr, 2025 05:53:13 PM	10 Apr, 2025 06:03:36 PM	07 Apr, 2025 02:15:36 AM	0:02:20		Internal
621943055084			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Apr, 2025 05:53:13 PM	10 Apr, 2025 06:03:36 PM	07 Apr, 2025 02:15:36 AM	0:02:20		Internal
621943055084			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Apr, 2025 05:53:13 PM	10 Apr, 2025 06:03:36 PM	07 Apr, 2025 02:15:36 AM	0:02:20		Internal
621943055084			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Apr, 2025 05:53:13 PM	10 Apr, 2025 06:03:36 PM	07 Apr, 2025 02:15:36 AM	0:02:20		Internal
621943055084			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Apr, 2025 05:53:13 PM	10 Apr, 2025 06:03:36 PM	07 Apr, 2025 02:15:36 AM	0:02:20		Internal
621943055084			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Apr, 2025 05:53:13 PM	10 Apr, 2025 06:03:36 PM	07 Apr, 2025 02:15:36 AM	0:02:20		Internal
621943055084			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Apr, 2025 05:53:13 PM	10 Apr, 2025 06:03:36 PM	07 Apr, 2025 02:15:36 AM	0:02:20		Internal
621943055084			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Apr, 2025 05:53:13 PM	10 Apr, 2025 06:03:36 PM	07 Apr, 2025 02:15:36 AM	0:02:20		Internal
621943055084			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Apr, 2025 05:53:13 PM	10 Apr, 2025 06:03:36 PM	07 Apr, 2025 02:15:36 AM	0:02:20		Internal
621942269164			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Apr, 2025 04:01:28 AM	10 Apr, 2025 06:59:09 PM	01 Apr, 2025 01:44:36 PM	0:02:02		Internal
621942269164			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Apr, 2025 04:01:28 AM	10 Apr, 2025 06:59:09 PM	01 Apr, 2025 01:44:36 PM	0:02:02		Internal
621942269164			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Apr, 2025 04:01:28 AM	10 Apr, 2025 06:59:09 PM	01 Apr, 2025 01:44:36 PM	0:02:02		Internal
621942269164			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Apr, 2025 04:01:28 AM	10 Apr, 2025 06:59:09 PM	01 Apr, 2025 01:44:36 PM	0:02:02		Internal
621942269164			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Apr, 2025 04:01:28 AM	10 Apr, 2025 06:59:09 PM	01 Apr, 2025 01:44:36 PM	0:02:02		Internal
621942269164			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Apr, 2025 04:01:28 AM	10 Apr, 2025 06:59:09 PM	01 Apr, 2025 01:44:36 PM	0:02:02		Internal
621942269164			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Apr, 2025 04:01:28 AM	10 Apr, 2025 06:59:09 PM	01 Apr, 2025 01:44:36 PM	0:02:02		Internal
621942269164			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Apr, 2025 04:01:28 AM	10 Apr, 2025 06:59:09 PM	01 Apr, 2025 01:44:36 PM	0:02:02		Internal
621942269164			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Apr, 2025 04:01:28 AM	10 Apr, 2025 06:59:09 PM	01 Apr, 2025 01:44:36 PM	0:02:02		Internal
621942269164			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Apr, 2025 04:01:28 AM	10 Apr, 2025 06:59:09 PM	01 Apr, 2025 01:44:36 PM	0:02:02		Internal
621942269164			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Apr, 2025 04:01:28 AM	10 Apr, 2025 06:59:09 PM	01 Apr, 2025 01:44:36 PM	0:02:02		Internal
621942269164			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Apr, 2025 04:01:28 AM	10 Apr, 2025 06:59:09 PM	01 Apr, 2025 01:44:36 PM	0:02:02		Internal
621942269164			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Apr, 2025 04:01:28 AM	10 Apr, 2025 06:59:09 PM	01 Apr, 2025 01:44:36 PM	0:02:02		Internal
621942269164			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Apr, 2025 04:01:28 AM	10 Apr, 2025 06:59:09 PM	01 Apr, 2025 01:44:36 PM	0:02:02		Internal
621942269164			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Apr, 2025 04:01:28 AM	10 Apr, 2025 06:59:09 PM	01 Apr, 2025 01:44:36 PM	0:02:02		Internal
621942269164			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Apr, 2025 04:01:28 AM	10 Apr, 2025 06:59:09 PM	01 Apr, 2025 01:44:36 PM	0:02:02		Internal
621942269164			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Apr, 2025 04:01:28 AM	10 Apr, 2025 06:59:09 PM	01 Apr, 2025 01:44:36 PM	0:02:02		Internal
621942269164			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Apr, 2025 04:01:28 AM	10 Apr, 2025 06:59:09 PM	01 Apr, 2025 01:44:36 PM	0:02:02		Internal
621942269164			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Apr, 2025 04:01:28 AM	10 Apr, 2025 06:59:09 PM	01 Apr, 2025 01:44:36 PM	0:02:02		Internal
621942269164			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Apr, 2025 04:01:28 AM	10 Apr, 2025 06:59:09 PM	01 Apr, 2025 01:44:36 PM	0:02:02		Internal
621942269164			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Apr, 2025 04:01:28 AM	10 Apr, 2025 06:59:09 PM	01 Apr, 2025 01:44:36 PM	0:02:02		Internal
621942269164			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Apr, 2025 04:01:28 AM	10 Apr, 2025 06:59:09 PM	01 Apr, 2025 01:44:36 PM	0:02:02		Internal
621942269164			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Apr, 2025 04:01:28 AM	10 Apr, 2025 06:59:09 PM	01 Apr, 2025 01:44:36 PM	0:02:02		Internal
621942269164			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Apr, 2025 04:01:28 AM	10 Apr, 2025 06:59:09 PM	01 Apr, 2025 01:44:36 PM	0:02:02		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621942269164	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	[redacted]	03 Apr, 2025 04:01:28 AM	10 Apr, 2025 06:59:09 PM	01 Apr, 2025 01:44:36 PM	0:02:02		Internal
621942269164			CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Apr, 2025 04:01:28 AM	10 Apr, 2025 06:59:09 PM	01 Apr, 2025 01:44:36 PM	0:02:02		Internal
621943066582			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Apr, 2025 06:50:43 PM	10 Apr, 2025 07:01:13 PM	07 Apr, 2025 12:25:07 PM	0:02:51		Internal
621943066582			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Apr, 2025 06:50:43 PM	10 Apr, 2025 07:01:13 PM	07 Apr, 2025 12:25:07 PM	0:02:51		Internal
621943066582			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Apr, 2025 06:50:43 PM	10 Apr, 2025 07:01:13 PM	07 Apr, 2025 12:25:07 PM	0:02:51		Internal
621943066582			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Apr, 2025 06:50:43 PM	10 Apr, 2025 07:01:13 PM	07 Apr, 2025 12:25:07 PM	0:02:51		Internal
621943066582			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Apr, 2025 06:50:43 PM	10 Apr, 2025 07:01:13 PM	07 Apr, 2025 12:25:07 PM	0:02:51		Internal
621943066582			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Apr, 2025 06:50:43 PM	10 Apr, 2025 07:01:13 PM	07 Apr, 2025 12:25:07 PM	0:02:51		Internal
621943066582			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Apr, 2025 06:50:43 PM	10 Apr, 2025 07:01:13 PM	07 Apr, 2025 12:25:07 PM	0:02:51		Internal
621943066582			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Apr, 2025 06:50:43 PM	10 Apr, 2025 07:01:13 PM	07 Apr, 2025 12:25:07 PM	0:02:51		Internal
621943066582			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Apr, 2025 06:50:43 PM	10 Apr, 2025 07:01:13 PM	07 Apr, 2025 12:25:07 PM	0:02:51		Internal
621943066582			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Apr, 2025 06:50:43 PM	10 Apr, 2025 07:01:13 PM	07 Apr, 2025 12:25:07 PM	0:02:51		Internal
621943066582			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Apr, 2025 06:50:43 PM	10 Apr, 2025 07:01:13 PM	07 Apr, 2025 12:25:07 PM	0:02:51		Internal
621943066582			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Apr, 2025 06:50:43 PM	10 Apr, 2025 07:01:13 PM	07 Apr, 2025 12:25:07 PM	0:02:51		Internal
621943066582			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Apr, 2025 06:50:43 PM	10 Apr, 2025 07:01:13 PM	07 Apr, 2025 12:25:07 PM	0:02:51		Internal
621943066582			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Apr, 2025 06:50:43 PM	10 Apr, 2025 07:01:13 PM	07 Apr, 2025 12:25:07 PM	0:02:51		Internal
621943066582			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Apr, 2025 06:50:43 PM	10 Apr, 2025 07:01:13 PM	07 Apr, 2025 12:25:07 PM	0:02:51		Internal
621943066582			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Apr, 2025 06:50:43 PM	10 Apr, 2025 07:01:13 PM	07 Apr, 2025 12:25:07 PM	0:02:51		Internal
621943066582			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Apr, 2025 06:50:43 PM	10 Apr, 2025 07:01:13 PM	07 Apr, 2025 12:25:07 PM	0:02:51		Internal
621943066582			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Apr, 2025 06:50:43 PM	10 Apr, 2025 07:01:13 PM	07 Apr, 2025 12:25:07 PM	0:02:51		Internal
621943066582			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Apr, 2025 06:50:43 PM	10 Apr, 2025 07:01:13 PM	07 Apr, 2025 12:25:07 PM	0:02:51		Internal
621943066582			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Apr, 2025 06:50:43 PM	10 Apr, 2025 07:01:13 PM	07 Apr, 2025 12:25:07 PM	0:02:51		Internal
621943066582			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Apr, 2025 06:50:43 PM	10 Apr, 2025 07:01:13 PM	07 Apr, 2025 12:25:07 PM	0:02:51		Internal
621943066582			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Apr, 2025 06:50:43 PM	10 Apr, 2025 07:01:13 PM	07 Apr, 2025 12:25:07 PM	0:02:51		Internal
621943066582			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Apr, 2025 06:50:43 PM	10 Apr, 2025 07:01:13 PM	07 Apr, 2025 12:25:07 PM	0:02:51		Internal
621943066582			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Apr, 2025 06:50:43 PM	10 Apr, 2025 07:01:13 PM	07 Apr, 2025 12:25:07 PM	0:02:51		Internal
621943066582			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Apr, 2025 06:50:43 PM	10 Apr, 2025 07:01:13 PM	07 Apr, 2025 12:25:07 PM	0:02:51		Internal
621943066582			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Apr, 2025 06:50:43 PM	10 Apr, 2025 07:01:13 PM	07 Apr, 2025 12:25:07 PM	0:02:51		Internal
621942040570			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 Mar, 2025 01:31:57 PM	10 Apr, 2025 07:06:54 PM	31 Mar, 2025 12:54:10 PM	0:02:06		Internal
621942040570			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 Mar, 2025 01:31:57 PM	10 Apr, 2025 07:06:54 PM	31 Mar, 2025 12:54:10 PM	0:02:06		Internal
621942040570			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 Mar, 2025 01:31:57 PM	10 Apr, 2025 07:06:54 PM	31 Mar, 2025 12:54:10 PM	0:02:06		Internal
621942040570			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 Mar, 2025 01:31:57 PM	10 Apr, 2025 07:06:54 PM	31 Mar, 2025 12:54:10 PM	0:02:06		Internal
621942040570			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 Mar, 2025 01:31:57 PM	10 Apr, 2025 07:06:54 PM	31 Mar, 2025 12:54:10 PM	0:02:06		Internal
621942040570			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 Mar, 2025 01:31:57 PM	10 Apr, 2025 07:06:54 PM	31 Mar, 2025 12:54:10 PM	0:02:06		Internal
621942040570			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 Mar, 2025 01:31:57 PM	10 Apr, 2025 07:06:54 PM	31 Mar, 2025 12:54:10 PM	0:02:06		Internal
621942040570			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 Mar, 2025 01:31:57 PM	10 Apr, 2025 07:06:54 PM	31 Mar, 2025 12:54:10 PM	0:02:06		Internal
621942040570			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 Mar, 2025 01:31:57 PM	10 Apr, 2025 07:06:54 PM	31 Mar, 2025 12:54:10 PM	0:02:06		Internal
621942040570			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 Mar, 2025 01:31:57 PM	10 Apr, 2025 07:06:54 PM	31 Mar, 2025 12:54:10 PM	0:02:06		Internal
621942040570			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		31 Mar, 2025 01:31:57 PM	10 Apr, 2025 07:06:54 PM	31 Mar, 2025 12:54:10 PM	0:02:06		Internal

Master Contact	[redacted]	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621942040570		CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 Mar, 2025 01:31:57 PM	10 Apr, 2025 07:06:54 PM	31 Mar, 2025 12:54:10 PM	0:02:06		Internal
621942040570		CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 Mar, 2025 01:31:57 PM	10 Apr, 2025 07:06:54 PM	31 Mar, 2025 12:54:10 PM	0:02:06		Internal
621942040570		CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 Mar, 2025 01:31:57 PM	10 Apr, 2025 07:06:54 PM	31 Mar, 2025 12:54:10 PM	0:02:06		Internal
621942040570		CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 Mar, 2025 01:31:57 PM	10 Apr, 2025 07:06:54 PM	31 Mar, 2025 12:54:10 PM	0:02:06		Internal
621942040570		CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 Mar, 2025 01:31:57 PM	10 Apr, 2025 07:06:54 PM	31 Mar, 2025 12:54:10 PM	0:02:06		Internal
621942040570		CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 Mar, 2025 01:31:57 PM	10 Apr, 2025 07:06:54 PM	31 Mar, 2025 12:54:10 PM	0:02:06		Internal
621942040570		CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 Mar, 2025 01:31:57 PM	10 Apr, 2025 07:06:54 PM	31 Mar, 2025 12:54:10 PM	0:02:06		Internal
621942040570		CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		31 Mar, 2025 01:31:57 PM	10 Apr, 2025 07:06:54 PM	31 Mar, 2025 12:54:10 PM	0:02:06		Internal
621942040570		CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 Mar, 2025 01:31:57 PM	10 Apr, 2025 07:06:54 PM	31 Mar, 2025 12:54:10 PM	0:02:06		Internal
621942040570		CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 Mar, 2025 01:31:57 PM	10 Apr, 2025 07:06:54 PM	31 Mar, 2025 12:54:10 PM	0:02:06		Internal
621942040570		CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 Mar, 2025 01:31:57 PM	10 Apr, 2025 07:06:54 PM	31 Mar, 2025 12:54:10 PM	0:02:06		Internal
621942040570		CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		31 Mar, 2025 01:31:57 PM	10 Apr, 2025 07:06:54 PM	31 Mar, 2025 12:54:10 PM	0:02:06		Internal
621942040570		CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 Mar, 2025 01:31:57 PM	10 Apr, 2025 07:06:54 PM	31 Mar, 2025 12:54:10 PM	0:02:06		Internal
621942040570		CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 Mar, 2025 01:31:57 PM	10 Apr, 2025 07:06:54 PM	31 Mar, 2025 12:54:10 PM	0:02:06		Internal
621942040570		CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 Mar, 2025 01:31:57 PM	10 Apr, 2025 07:06:54 PM	31 Mar, 2025 12:54:10 PM	0:02:06		Internal
621943203046		CTE_Bus_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Apr, 2025 01:35:50 AM	11 Apr, 2025 01:42:55 AM	07 Apr, 2025 07:25:42 PM	0:04:08		Internal
621943203046		CTE_Bus_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Apr, 2025 01:35:50 AM	11 Apr, 2025 01:42:55 AM	07 Apr, 2025 07:25:42 PM	0:04:08		Internal
621943203046		CTE_Bus_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Apr, 2025 01:35:50 AM	11 Apr, 2025 01:42:55 AM	07 Apr, 2025 07:25:42 PM	0:04:08		Internal
621943203046		CTE_Bus_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Apr, 2025 01:35:50 AM	11 Apr, 2025 01:42:55 AM	07 Apr, 2025 07:25:42 PM	0:04:08		Internal
621943203046		CTE_Bus_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Apr, 2025 01:35:50 AM	11 Apr, 2025 01:42:55 AM	07 Apr, 2025 07:25:42 PM	0:04:08		Internal
621943203046		CTE_Bus_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Apr, 2025 01:35:50 AM	11 Apr, 2025 01:42:55 AM	07 Apr, 2025 07:25:42 PM	0:04:08		Internal
621943203046		CTE_Bus_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Apr, 2025 01:35:50 AM	11 Apr, 2025 01:42:55 AM	07 Apr, 2025 07:25:42 PM	0:04:08		Internal
621943203046		CTE_Bus_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Apr, 2025 01:35:50 AM	11 Apr, 2025 01:42:55 AM	07 Apr, 2025 07:25:42 PM	0:04:08		Internal
621943203046		CTE_Bus_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Apr, 2025 01:35:50 AM	11 Apr, 2025 01:42:55 AM	07 Apr, 2025 07:25:42 PM	0:04:08		Internal
621943203046		CTE_Bus_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Apr, 2025 01:35:50 AM	11 Apr, 2025 01:42:55 AM	07 Apr, 2025 07:25:42 PM	0:04:08		Internal
621943203046		CTE_Bus_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Apr, 2025 01:35:50 AM	11 Apr, 2025 01:42:55 AM	07 Apr, 2025 07:25:42 PM	0:04:08		Internal
621943203046		CTE_Bus_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Apr, 2025 01:35:50 AM	11 Apr, 2025 01:42:55 AM	07 Apr, 2025 07:25:42 PM	0:04:08		Internal
621943203046		CTE_Bus_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Apr, 2025 01:35:50 AM	11 Apr, 2025 01:42:55 AM	07 Apr, 2025 07:25:42 PM	0:04:08		Internal
621943203046		CTE_Bus_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Apr, 2025 01:35:50 AM	11 Apr, 2025 01:42:55 AM	07 Apr, 2025 07:25:42 PM	0:04:08		Internal
621943203046		CTE_Bus_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Apr, 2025 01:35:50 AM	11 Apr, 2025 01:42:55 AM	07 Apr, 2025 07:25:42 PM	0:04:08		Internal
621943203046		CTE_Bus_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Apr, 2025 01:35:50 AM	11 Apr, 2025 01:42:55 AM	07 Apr, 2025 07:25:42 PM	0:04:08		Internal
621943203046		CTE_Bus_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Apr, 2025 01:35:50 AM	11 Apr, 2025 01:42:55 AM	07 Apr, 2025 07:25:42 PM	0:04:08		Internal
621943203046		CTE_Bus_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Apr, 2025 01:35:50 AM	11 Apr, 2025 01:42:55 AM	07 Apr, 2025 07:25:42 PM	0:04:08		Internal
621943203046		CTE_Bus_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Apr, 2025 01:35:50 AM	11 Apr, 2025 01:42:55 AM	07 Apr, 2025 07:25:42 PM	0:04:08		Internal
621943203046		CTE_Bus_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Apr, 2025 01:35:50 AM	11 Apr, 2025 01:42:55 AM	07 Apr, 2025 07:25:42 PM	0:04:08		Internal
621943203046		CTE_Bus_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Apr, 2025 01:35:50 AM	11 Apr, 2025 01:42:55 AM	07 Apr, 2025 07:25:42 PM	0:04:08		Internal
621943203046		CTE_Bus_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Apr, 2025 01:35:50 AM	11 Apr, 2025 01:42:55 AM	07 Apr, 2025 07:25:42 PM	0:04:08		Internal
621943203046		CTE_Bus_Default		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		11 Apr, 2025 01:35:50 AM	11 Apr, 2025 01:42:55 AM	07 Apr, 2025 07:25:42 PM	0:04:08		Internal
621943203046		CTE_Bus_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Apr, 2025 01:35:50 AM	11 Apr, 2025 01:42:55 AM	07 Apr, 2025 07:25:42 PM	0:04:08		Internal
621943203046		CTE_Bus_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Apr, 2025 01:35:50 AM	11 Apr, 2025 01:42:55 AM	07 Apr, 2025 07:25:42 PM	0:04:08		Internal
621943203046		CTE_Bus_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Apr, 2025 01:35:50 AM	11 Apr, 2025 01:42:55 AM	07 Apr, 2025 07:25:42 PM	0:04:08		Internal
621943314327		CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Apr, 2025 12:25:06 PM	11 Apr, 2025 12:27:37 PM	08 Apr, 2025 03:23:32 PM	0:02:09		Internal
621943314327		CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Apr, 2025 12:25:06 PM	11 Apr, 2025 12:27:37 PM	08 Apr, 2025 03:23:32 PM	0:02:09		Internal
621943314327		CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Apr, 2025 12:25:06 PM	11 Apr, 2025 12:27:37 PM	08 Apr, 2025 03:23:32 PM	0:02:09		Internal
621943314327		CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Apr, 2025 12:25:06 PM	11 Apr, 2025 12:27:37 PM	08 Apr, 2025 03:23:32 PM	0:02:09		Internal
621943314327		CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Apr, 2025 12:25:06 PM	11 Apr, 2025 12:27:37 PM	08 Apr, 2025 03:23:32 PM	0:02:09		Internal
621943314327		CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Apr, 2025 12:25:06 PM	11 Apr, 2025 12:27:37 PM	08 Apr, 2025 03:23:32 PM	0:02:09		Internal
621943314327		CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Apr, 2025 12:25:06 PM	11 Apr, 2025 12:27:37 PM	08 Apr, 2025 03:23:32 PM	0:02:09		Internal
621943314327		CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Apr, 2025 12:25:06 PM	11 Apr, 2025 12:27:37 PM	08 Apr, 2025 03:23:32 PM	0:02:09		Internal
621943314327		CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Apr, 2025 12:25:06 PM	11 Apr, 2025 12:27:37 PM	08 Apr, 2025 03:23:32 PM	0:02:09		Internal
621943314327		CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Apr, 2025 12:25:06 PM	11 Apr, 2025 12:27:37 PM	08 Apr, 2025 03:23:32 PM	0:02:09		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621943314327	[redacted]		CTE_Res_Resolution_Consult	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	11 Apr, 2025 12:25:06 PM	11 Apr, 2025 12:27:37 PM	08 Apr, 2025 03:23:32 PM	0:02:09		Internal
621943314327			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Apr, 2025 12:25:06 PM	11 Apr, 2025 12:27:37 PM	08 Apr, 2025 03:23:32 PM	0:02:09		Internal
621943314327			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Apr, 2025 12:25:06 PM	11 Apr, 2025 12:27:37 PM	08 Apr, 2025 03:23:32 PM	0:02:09		Internal
621943314327			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Apr, 2025 12:25:06 PM	11 Apr, 2025 12:27:37 PM	08 Apr, 2025 03:23:32 PM	0:02:09		Internal
621943314327			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Apr, 2025 12:25:06 PM	11 Apr, 2025 12:27:37 PM	08 Apr, 2025 03:23:32 PM	0:02:09		Internal
621943314327			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Apr, 2025 12:25:06 PM	11 Apr, 2025 12:27:37 PM	08 Apr, 2025 03:23:32 PM	0:02:09		Internal
621943314327			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Apr, 2025 12:25:06 PM	11 Apr, 2025 12:27:37 PM	08 Apr, 2025 03:23:32 PM	0:02:09		Internal
621943314327			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Apr, 2025 12:25:06 PM	11 Apr, 2025 12:27:37 PM	08 Apr, 2025 03:23:32 PM	0:02:09		Internal
621943314327			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Apr, 2025 12:25:06 PM	11 Apr, 2025 12:27:37 PM	08 Apr, 2025 03:23:32 PM	0:02:09		Internal
621943314327			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Apr, 2025 12:25:06 PM	11 Apr, 2025 12:27:37 PM	08 Apr, 2025 03:23:32 PM	0:02:09		Internal
621943314327			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Apr, 2025 12:25:06 PM	11 Apr, 2025 12:27:37 PM	08 Apr, 2025 03:23:32 PM	0:02:09		Internal
621943314327			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Apr, 2025 12:25:06 PM	11 Apr, 2025 12:27:37 PM	08 Apr, 2025 03:23:32 PM	0:02:09		Internal
621943314327			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		11 Apr, 2025 12:25:06 PM	11 Apr, 2025 12:27:37 PM	08 Apr, 2025 03:23:32 PM	0:02:09		Internal
621943314327			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Apr, 2025 12:25:06 PM	11 Apr, 2025 12:27:37 PM	08 Apr, 2025 03:23:32 PM	0:02:09		Internal
621943314327			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Apr, 2025 12:25:06 PM	11 Apr, 2025 12:27:37 PM	08 Apr, 2025 03:23:32 PM	0:02:09		Internal
621943314327			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Apr, 2025 12:25:06 PM	11 Apr, 2025 12:27:37 PM	08 Apr, 2025 03:23:32 PM	0:02:09		Internal
622973767718			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Apr, 2025 12:30:40 PM	11 Apr, 2025 12:32:56 PM	10 Apr, 2025 08:53:34 PM	0:02:05		Internal
622973767718			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Apr, 2025 12:30:40 PM	11 Apr, 2025 12:32:56 PM	10 Apr, 2025 08:53:34 PM	0:02:05		Internal
622973767718			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Apr, 2025 12:30:40 PM	11 Apr, 2025 12:32:56 PM	10 Apr, 2025 08:53:34 PM	0:02:05		Internal
622973767718			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Apr, 2025 12:30:40 PM	11 Apr, 2025 12:32:56 PM	10 Apr, 2025 08:53:34 PM	0:02:05		Internal
622973767718			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Apr, 2025 12:30:40 PM	11 Apr, 2025 12:32:56 PM	10 Apr, 2025 08:53:34 PM	0:02:05		Internal
622973767718			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Apr, 2025 12:30:40 PM	11 Apr, 2025 12:32:56 PM	10 Apr, 2025 08:53:34 PM	0:02:05		Internal
622973767718			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Apr, 2025 12:30:40 PM	11 Apr, 2025 12:32:56 PM	10 Apr, 2025 08:53:34 PM	0:02:05		Internal
622973767718			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Apr, 2025 12:30:40 PM	11 Apr, 2025 12:32:56 PM	10 Apr, 2025 08:53:34 PM	0:02:05		Internal
622973767718			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Apr, 2025 12:30:40 PM	11 Apr, 2025 12:32:56 PM	10 Apr, 2025 08:53:34 PM	0:02:05		Internal
622973767718			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Apr, 2025 12:30:40 PM	11 Apr, 2025 12:32:56 PM	10 Apr, 2025 08:53:34 PM	0:02:05		Internal
622973767718			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Apr, 2025 12:30:40 PM	11 Apr, 2025 12:32:56 PM	10 Apr, 2025 08:53:34 PM	0:02:05		Internal
622973767718			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Apr, 2025 12:30:40 PM	11 Apr, 2025 12:32:56 PM	10 Apr, 2025 08:53:34 PM	0:02:05		Internal
622973767718			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Apr, 2025 12:30:40 PM	11 Apr, 2025 12:32:56 PM	10 Apr, 2025 08:53:34 PM	0:02:05		Internal
622973767718			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Apr, 2025 12:30:40 PM	11 Apr, 2025 12:32:56 PM	10 Apr, 2025 08:53:34 PM	0:02:05		Internal
622973767718			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Apr, 2025 12:30:40 PM	11 Apr, 2025 12:32:56 PM	10 Apr, 2025 08:53:34 PM	0:02:05		Internal
622973767718			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Apr, 2025 12:30:40 PM	11 Apr, 2025 12:32:56 PM	10 Apr, 2025 08:53:34 PM	0:02:05		Internal
622973767718			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Apr, 2025 12:30:40 PM	11 Apr, 2025 12:32:56 PM	10 Apr, 2025 08:53:34 PM	0:02:05		Internal
622973767718			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Apr, 2025 12:30:40 PM	11 Apr, 2025 12:32:56 PM	10 Apr, 2025 08:53:34 PM	0:02:05		Internal
622973767718			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Apr, 2025 12:30:40 PM	11 Apr, 2025 12:32:56 PM	10 Apr, 2025 08:53:34 PM	0:02:05		Internal
622973767718			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Apr, 2025 12:30:40 PM	11 Apr, 2025 12:32:56 PM	10 Apr, 2025 08:53:34 PM	0:02:05		Internal
622973767718			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Apr, 2025 12:30:40 PM	11 Apr, 2025 12:32:56 PM	10 Apr, 2025 08:53:34 PM	0:02:05		Internal
622973767718			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Apr, 2025 12:30:40 PM	11 Apr, 2025 12:32:56 PM	10 Apr, 2025 08:53:34 PM	0:02:05		Internal
622973767718			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		11 Apr, 2025 12:30:40 PM	11 Apr, 2025 12:32:56 PM	10 Apr, 2025 08:53:34 PM	0:02:05		Internal
622973767718			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Apr, 2025 12:30:40 PM	11 Apr, 2025 12:32:56 PM	10 Apr, 2025 08:53:34 PM	0:02:05		Internal
622973767718			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Apr, 2025 12:30:40 PM	11 Apr, 2025 12:32:56 PM	10 Apr, 2025 08:53:34 PM	0:02:05		Internal
622973767718			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Apr, 2025 12:30:40 PM	11 Apr, 2025 12:32:56 PM	10 Apr, 2025 08:53:34 PM	0:02:05		Internal
621943064553			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Apr, 2025 12:30:41 PM	11 Apr, 2025 01:08:11 PM	07 Apr, 2025 12:17:16 PM	0:06:05		Internal
621943064553			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Apr, 2025 12:30:41 PM	11 Apr, 2025 01:08:11 PM	07 Apr, 2025 12:17:16 PM	0:06:05		Internal
621943064553			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Apr, 2025 12:30:41 PM	11 Apr, 2025 01:08:11 PM	07 Apr, 2025 12:17:16 PM	0:06:05		Internal
621943064553			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Apr, 2025 12:30:41 PM	11 Apr, 2025 01:08:11 PM	07 Apr, 2025 12:17:16 PM	0:06:05		Internal
621943064553			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Apr, 2025 12:30:41 PM	11 Apr, 2025 01:08:11 PM	07 Apr, 2025 12:17:16 PM	0:06:05		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621943064553	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	[redacted]	07 Apr, 2025 12:30:41 PM	11 Apr, 2025 01:08:11 PM	07 Apr, 2025 12:17:16 PM	0:06:05		Internal
621943064553			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Apr, 2025 12:30:41 PM	11 Apr, 2025 01:08:11 PM	07 Apr, 2025 12:17:16 PM	0:06:05		Internal
621943064553			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Apr, 2025 12:30:41 PM	11 Apr, 2025 01:08:11 PM	07 Apr, 2025 12:17:16 PM	0:06:05		Internal
621943064553			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Apr, 2025 12:30:41 PM	11 Apr, 2025 01:08:11 PM	07 Apr, 2025 12:17:16 PM	0:06:05		Internal
621943064553			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Apr, 2025 12:30:41 PM	11 Apr, 2025 01:08:11 PM	07 Apr, 2025 12:17:16 PM	0:06:05		Internal
621943064553			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Apr, 2025 12:30:41 PM	11 Apr, 2025 01:08:11 PM	07 Apr, 2025 12:17:16 PM	0:06:05		Internal
621943064553			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Apr, 2025 12:30:41 PM	11 Apr, 2025 01:08:11 PM	07 Apr, 2025 12:17:16 PM	0:06:05		Internal
621943064553			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Apr, 2025 12:30:41 PM	11 Apr, 2025 01:08:11 PM	07 Apr, 2025 12:17:16 PM	0:06:05		Internal
621943064553			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Apr, 2025 12:30:41 PM	11 Apr, 2025 01:08:11 PM	07 Apr, 2025 12:17:16 PM	0:06:05		Internal
621943064553			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Apr, 2025 12:30:41 PM	11 Apr, 2025 01:08:11 PM	07 Apr, 2025 12:17:16 PM	0:06:05		Internal
621943064553			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Apr, 2025 12:30:41 PM	11 Apr, 2025 01:08:11 PM	07 Apr, 2025 12:17:16 PM	0:06:05		Internal
621943064553			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Apr, 2025 12:30:41 PM	11 Apr, 2025 01:08:11 PM	07 Apr, 2025 12:17:16 PM	0:06:05		Internal
621943064553			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Apr, 2025 12:30:41 PM	11 Apr, 2025 01:08:11 PM	07 Apr, 2025 12:17:16 PM	0:06:05		Internal
621943064553			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Apr, 2025 12:30:41 PM	11 Apr, 2025 01:08:11 PM	07 Apr, 2025 12:17:16 PM	0:06:05		Internal
621943064553			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Apr, 2025 12:30:41 PM	11 Apr, 2025 01:08:11 PM	07 Apr, 2025 12:17:16 PM	0:06:05		Internal
621943064553			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Apr, 2025 12:30:41 PM	11 Apr, 2025 01:08:11 PM	07 Apr, 2025 12:17:16 PM	0:06:05		Internal
621943064553			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Apr, 2025 12:30:41 PM	11 Apr, 2025 01:08:11 PM	07 Apr, 2025 12:17:16 PM	0:06:05		Internal
621943064553			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		07 Apr, 2025 12:30:41 PM	11 Apr, 2025 01:08:11 PM	07 Apr, 2025 12:17:16 PM	0:06:05		Internal
621943064553			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Apr, 2025 12:30:41 PM	11 Apr, 2025 01:08:11 PM	07 Apr, 2025 12:17:16 PM	0:06:05		Internal
621943064553			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Apr, 2025 12:30:41 PM	11 Apr, 2025 01:08:11 PM	07 Apr, 2025 12:17:16 PM	0:06:05		Internal
621943064553			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Apr, 2025 12:30:41 PM	11 Apr, 2025 01:08:11 PM	07 Apr, 2025 12:17:16 PM	0:06:05		Internal
622973762794			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Apr, 2025 01:40:10 PM	11 Apr, 2025 01:42:55 PM	10 Apr, 2025 08:06:42 PM	0:02:09		Internal
622973762794			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Apr, 2025 01:40:10 PM	11 Apr, 2025 01:42:55 PM	10 Apr, 2025 08:06:42 PM	0:02:09		Internal
622973762794			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Apr, 2025 01:40:10 PM	11 Apr, 2025 01:42:55 PM	10 Apr, 2025 08:06:42 PM	0:02:09		Internal
622973762794			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Apr, 2025 01:40:10 PM	11 Apr, 2025 01:42:55 PM	10 Apr, 2025 08:06:42 PM	0:02:09		Internal
622973762794			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Apr, 2025 01:40:10 PM	11 Apr, 2025 01:42:55 PM	10 Apr, 2025 08:06:42 PM	0:02:09		Internal
622973762794			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Apr, 2025 01:40:10 PM	11 Apr, 2025 01:42:55 PM	10 Apr, 2025 08:06:42 PM	0:02:09		Internal
622973762794			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Apr, 2025 01:40:10 PM	11 Apr, 2025 01:42:55 PM	10 Apr, 2025 08:06:42 PM	0:02:09		Internal
622973762794			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Apr, 2025 01:40:10 PM	11 Apr, 2025 01:42:55 PM	10 Apr, 2025 08:06:42 PM	0:02:09		Internal
622973762794			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Apr, 2025 01:40:10 PM	11 Apr, 2025 01:42:55 PM	10 Apr, 2025 08:06:42 PM	0:02:09		Internal
622973762794			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Apr, 2025 01:40:10 PM	11 Apr, 2025 01:42:55 PM	10 Apr, 2025 08:06:42 PM	0:02:09		Internal
622973762794			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Apr, 2025 01:40:10 PM	11 Apr, 2025 01:42:55 PM	10 Apr, 2025 08:06:42 PM	0:02:09		Internal
622973762794			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Apr, 2025 01:40:10 PM	11 Apr, 2025 01:42:55 PM	10 Apr, 2025 08:06:42 PM	0:02:09		Internal
622973762794			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Apr, 2025 01:40:10 PM	11 Apr, 2025 01:42:55 PM	10 Apr, 2025 08:06:42 PM	0:02:09		Internal
622973762794			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Apr, 2025 01:40:10 PM	11 Apr, 2025 01:42:55 PM	10 Apr, 2025 08:06:42 PM	0:02:09		Internal
622973762794			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Apr, 2025 01:40:10 PM	11 Apr, 2025 01:42:55 PM	10 Apr, 2025 08:06:42 PM	0:02:09		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
622973762794	[redacted]	[redacted]	CTE_Res_Resolution_Consult	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	[redacted]	11 Apr, 2025 01:40:10 PM	11 Apr, 2025 01:42:55 PM	10 Apr, 2025 08:06:42 PM	0:02:09		Internal
622973762794			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Apr, 2025 01:40:10 PM	11 Apr, 2025 01:42:55 PM	10 Apr, 2025 08:06:42 PM	0:02:09		Internal
622973762794			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Apr, 2025 01:40:10 PM	11 Apr, 2025 01:42:55 PM	10 Apr, 2025 08:06:42 PM	0:02:09		Internal
622973762794			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Apr, 2025 01:40:10 PM	11 Apr, 2025 01:42:55 PM	10 Apr, 2025 08:06:42 PM	0:02:09		Internal
622973762794			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Apr, 2025 01:40:10 PM	11 Apr, 2025 01:42:55 PM	10 Apr, 2025 08:06:42 PM	0:02:09		Internal
622973762794			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Apr, 2025 01:40:10 PM	11 Apr, 2025 01:42:55 PM	10 Apr, 2025 08:06:42 PM	0:02:09		Internal
622973762794			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Apr, 2025 01:40:10 PM	11 Apr, 2025 01:42:55 PM	10 Apr, 2025 08:06:42 PM	0:02:09		Internal
622973762794			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		11 Apr, 2025 01:40:10 PM	11 Apr, 2025 01:42:55 PM	10 Apr, 2025 08:06:42 PM	0:02:09		Internal
622973762794			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Apr, 2025 01:40:10 PM	11 Apr, 2025 01:42:55 PM	10 Apr, 2025 08:06:42 PM	0:02:09		Internal
622973762794			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Apr, 2025 01:40:10 PM	11 Apr, 2025 01:42:55 PM	10 Apr, 2025 08:06:42 PM	0:02:09		Internal
622973762794			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Apr, 2025 01:40:10 PM	11 Apr, 2025 01:42:55 PM	10 Apr, 2025 08:06:42 PM	0:02:09		Internal
622973605587			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Apr, 2025 01:57:39 PM	11 Apr, 2025 02:00:18 PM	09 Apr, 2025 09:44:58 PM	0:02:09		Internal
622973605587			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Apr, 2025 01:57:39 PM	11 Apr, 2025 02:00:18 PM	09 Apr, 2025 09:44:58 PM	0:02:09		Internal
622973605587			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Apr, 2025 01:57:39 PM	11 Apr, 2025 02:00:18 PM	09 Apr, 2025 09:44:58 PM	0:02:09		Internal
622973605587			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Apr, 2025 01:57:39 PM	11 Apr, 2025 02:00:18 PM	09 Apr, 2025 09:44:58 PM	0:02:09		Internal
622973605587			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Apr, 2025 01:57:39 PM	11 Apr, 2025 02:00:18 PM	09 Apr, 2025 09:44:58 PM	0:02:09		Internal
622973605587			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Apr, 2025 01:57:39 PM	11 Apr, 2025 02:00:18 PM	09 Apr, 2025 09:44:58 PM	0:02:09		Internal
622973605587			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Apr, 2025 01:57:39 PM	11 Apr, 2025 02:00:18 PM	09 Apr, 2025 09:44:58 PM	0:02:09		Internal
622973605587			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Apr, 2025 01:57:39 PM	11 Apr, 2025 02:00:18 PM	09 Apr, 2025 09:44:58 PM	0:02:09		Internal
622973605587			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Apr, 2025 01:57:39 PM	11 Apr, 2025 02:00:18 PM	09 Apr, 2025 09:44:58 PM	0:02:09		Internal
622973605587			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Apr, 2025 01:57:39 PM	11 Apr, 2025 02:00:18 PM	09 Apr, 2025 09:44:58 PM	0:02:09		Internal
622973605587			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Apr, 2025 01:57:39 PM	11 Apr, 2025 02:00:18 PM	09 Apr, 2025 09:44:58 PM	0:02:09		Internal
622973605587			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Apr, 2025 01:57:39 PM	11 Apr, 2025 02:00:18 PM	09 Apr, 2025 09:44:58 PM	0:02:09		Internal
622973605587			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Apr, 2025 01:57:39 PM	11 Apr, 2025 02:00:18 PM	09 Apr, 2025 09:44:58 PM	0:02:09		Internal
622973605587			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Apr, 2025 01:57:39 PM	11 Apr, 2025 02:00:18 PM	09 Apr, 2025 09:44:58 PM	0:02:09		Internal
622973605587			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Apr, 2025 01:57:39 PM	11 Apr, 2025 02:00:18 PM	09 Apr, 2025 09:44:58 PM	0:02:09		Internal
622973605587			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Apr, 2025 01:57:39 PM	11 Apr, 2025 02:00:18 PM	09 Apr, 2025 09:44:58 PM	0:02:09		Internal
622973605587			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Apr, 2025 01:57:39 PM	11 Apr, 2025 02:00:18 PM	09 Apr, 2025 09:44:58 PM	0:02:09		Internal
622973605587			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Apr, 2025 01:57:39 PM	11 Apr, 2025 02:00:18 PM	09 Apr, 2025 09:44:58 PM	0:02:09		Internal
622973605587			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Apr, 2025 01:57:39 PM	11 Apr, 2025 02:00:18 PM	09 Apr, 2025 09:44:58 PM	0:02:09		Internal
622973605587			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Apr, 2025 01:57:39 PM	11 Apr, 2025 02:00:18 PM	09 Apr, 2025 09:44:58 PM	0:02:09		Internal
622973605587			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Apr, 2025 01:57:39 PM	11 Apr, 2025 02:00:18 PM	09 Apr, 2025 09:44:58 PM	0:02:09		Internal
622973605587			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Apr, 2025 01:57:39 PM	11 Apr, 2025 02:00:18 PM	09 Apr, 2025 09:44:58 PM	0:02:09		Internal
622973605587			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		11 Apr, 2025 01:57:39 PM	11 Apr, 2025 02:00:18 PM	09 Apr, 2025 09:44:58 PM	0:02:09		Internal
622973605587			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Apr, 2025 01:57:39 PM	11 Apr, 2025 02:00:18 PM	09 Apr, 2025 09:44:58 PM	0:02:09		Internal
622973605587			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Apr, 2025 01:57:39 PM	11 Apr, 2025 02:00:18 PM	09 Apr, 2025 09:44:58 PM	0:02:09		Internal
622973605587			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Apr, 2025 01:57:39 PM	11 Apr, 2025 02:00:18 PM	09 Apr, 2025 09:44:58 PM	0:02:09		Internal
621942740013			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Apr, 2025 02:15:46 PM	11 Apr, 2025 02:21:14 PM	03 Apr, 2025 05:49:47 PM	0:03:41		Internal
621942740013			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Apr, 2025 02:15:46 PM	11 Apr, 2025 02:21:14 PM	03 Apr, 2025 05:49:47 PM	0:03:41		Internal
621942740013			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Apr, 2025 02:15:46 PM	11 Apr, 2025 02:21:14 PM	03 Apr, 2025 05:49:47 PM	0:03:41		Internal
621942740013			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Apr, 2025 02:15:46 PM	11 Apr, 2025 02:21:14 PM	03 Apr, 2025 05:49:47 PM	0:03:41		Internal
621942740013			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Apr, 2025 02:15:46 PM	11 Apr, 2025 02:21:14 PM	03 Apr, 2025 05:49:47 PM	0:03:41		Internal
621942740013			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Apr, 2025 02:15:46 PM	11 Apr, 2025 02:21:14 PM	03 Apr, 2025 05:49:47 PM	0:03:41		Internal
621942740013			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Apr, 2025 02:15:46 PM	11 Apr, 2025 02:21:14 PM	03 Apr, 2025 05:49:47 PM	0:03:41		Internal
621942740013			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Apr, 2025 02:15:46 PM	11 Apr, 2025 02:21:14 PM	03 Apr, 2025 05:49:47 PM	0:03:41		Internal
621942740013			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Apr, 2025 02:15:46 PM	11 Apr, 2025 02:21:14 PM	03 Apr, 2025 05:49:47 PM	0:03:41		Internal
621942740013			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Apr, 2025 02:15:46 PM	11 Apr, 2025 02:21:14 PM	03 Apr, 2025 05:49:47 PM	0:03:41		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621942740013	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	11 Apr, 2025 02:15:46 PM	11 Apr, 2025 02:21:14 PM	03 Apr, 2025 05:49:47 PM	0:03:41		Internal
621942740013			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Apr, 2025 02:15:46 PM	11 Apr, 2025 02:21:14 PM	03 Apr, 2025 05:49:47 PM	0:03:41		Internal
621942740013			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Apr, 2025 02:15:46 PM	11 Apr, 2025 02:21:14 PM	03 Apr, 2025 05:49:47 PM	0:03:41		Internal
621942740013			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Apr, 2025 02:15:46 PM	11 Apr, 2025 02:21:14 PM	03 Apr, 2025 05:49:47 PM	0:03:41		Internal
621942740013			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Apr, 2025 02:15:46 PM	11 Apr, 2025 02:21:14 PM	03 Apr, 2025 05:49:47 PM	0:03:41		Internal
621942740013			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Apr, 2025 02:15:46 PM	11 Apr, 2025 02:21:14 PM	03 Apr, 2025 05:49:47 PM	0:03:41		Internal
621942740013			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Apr, 2025 02:15:46 PM	11 Apr, 2025 02:21:14 PM	03 Apr, 2025 05:49:47 PM	0:03:41		Internal
621942740013			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Apr, 2025 02:15:46 PM	11 Apr, 2025 02:21:14 PM	03 Apr, 2025 05:49:47 PM	0:03:41		Internal
621942740013			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Apr, 2025 02:15:46 PM	11 Apr, 2025 02:21:14 PM	03 Apr, 2025 05:49:47 PM	0:03:41		Internal
621942740013			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Apr, 2025 02:15:46 PM	11 Apr, 2025 02:21:14 PM	03 Apr, 2025 05:49:47 PM	0:03:41		Internal
621942740013			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Apr, 2025 02:15:46 PM	11 Apr, 2025 02:21:14 PM	03 Apr, 2025 05:49:47 PM	0:03:41		Internal
621942740013			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Apr, 2025 02:15:46 PM	11 Apr, 2025 02:21:14 PM	03 Apr, 2025 05:49:47 PM	0:03:41		Internal
621942740013			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		11 Apr, 2025 02:15:46 PM	11 Apr, 2025 02:21:14 PM	03 Apr, 2025 05:49:47 PM	0:03:41		Internal
621942740013			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Apr, 2025 02:15:46 PM	11 Apr, 2025 02:21:14 PM	03 Apr, 2025 05:49:47 PM	0:03:41		Internal
621942740013			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Apr, 2025 02:15:46 PM	11 Apr, 2025 02:21:14 PM	03 Apr, 2025 05:49:47 PM	0:03:41		Internal
621942740013			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Apr, 2025 02:15:46 PM	11 Apr, 2025 02:21:14 PM	03 Apr, 2025 05:49:47 PM	0:03:41		Internal
622973782393			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Apr, 2025 02:36:39 PM	11 Apr, 2025 02:40:52 PM	10 Apr, 2025 09:25:15 PM	0:03:20		Internal
622973782393			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Apr, 2025 02:36:39 PM	11 Apr, 2025 02:40:52 PM	10 Apr, 2025 09:25:15 PM	0:03:20		Internal
622973782393			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Apr, 2025 02:36:39 PM	11 Apr, 2025 02:40:52 PM	10 Apr, 2025 09:25:15 PM	0:03:20		Internal
622973782393			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Apr, 2025 02:36:39 PM	11 Apr, 2025 02:40:52 PM	10 Apr, 2025 09:25:15 PM	0:03:20		Internal
622973782393			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Apr, 2025 02:36:39 PM	11 Apr, 2025 02:40:52 PM	10 Apr, 2025 09:25:15 PM	0:03:20		Internal
622973782393			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Apr, 2025 02:36:39 PM	11 Apr, 2025 02:40:52 PM	10 Apr, 2025 09:25:15 PM	0:03:20		Internal
622973782393			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Apr, 2025 02:36:39 PM	11 Apr, 2025 02:40:52 PM	10 Apr, 2025 09:25:15 PM	0:03:20		Internal
622973782393			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Apr, 2025 02:36:39 PM	11 Apr, 2025 02:40:52 PM	10 Apr, 2025 09:25:15 PM	0:03:20		Internal
622973782393			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Apr, 2025 02:36:39 PM	11 Apr, 2025 02:40:52 PM	10 Apr, 2025 09:25:15 PM	0:03:20		Internal
622973782393			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Apr, 2025 02:36:39 PM	11 Apr, 2025 02:40:52 PM	10 Apr, 2025 09:25:15 PM	0:03:20		Internal
622973782393			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Apr, 2025 02:36:39 PM	11 Apr, 2025 02:40:52 PM	10 Apr, 2025 09:25:15 PM	0:03:20		Internal
622973782393			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Apr, 2025 02:36:39 PM	11 Apr, 2025 02:40:52 PM	10 Apr, 2025 09:25:15 PM	0:03:20		Internal
622973782393			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Apr, 2025 02:36:39 PM	11 Apr, 2025 02:40:52 PM	10 Apr, 2025 09:25:15 PM	0:03:20		Internal
622973782393			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Apr, 2025 02:36:39 PM	11 Apr, 2025 02:40:52 PM	10 Apr, 2025 09:25:15 PM	0:03:20		Internal
622973782393			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Apr, 2025 02:36:39 PM	11 Apr, 2025 02:40:52 PM	10 Apr, 2025 09:25:15 PM	0:03:20		Internal
622973782393			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Apr, 2025 02:36:39 PM	11 Apr, 2025 02:40:52 PM	10 Apr, 2025 09:25:15 PM	0:03:20		Internal
622973782393			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Apr, 2025 02:36:39 PM	11 Apr, 2025 02:40:52 PM	10 Apr, 2025 09:25:15 PM	0:03:20		Internal
622973782393			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Apr, 2025 02:36:39 PM	11 Apr, 2025 02:40:52 PM	10 Apr, 2025 09:25:15 PM	0:03:20		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
622973782393	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	11 Apr, 2025 02:36:39 PM	11 Apr, 2025 02:40:52 PM	10 Apr, 2025 09:25:15 PM	0:03:20		Internal
622973782393			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Apr, 2025 02:36:39 PM	11 Apr, 2025 02:40:52 PM	10 Apr, 2025 09:25:15 PM	0:03:20		Internal
622973782393			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Apr, 2025 02:36:39 PM	11 Apr, 2025 02:40:52 PM	10 Apr, 2025 09:25:15 PM	0:03:20		Internal
622973782393			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Apr, 2025 02:36:39 PM	11 Apr, 2025 02:40:52 PM	10 Apr, 2025 09:25:15 PM	0:03:20		Internal
622973782393			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		11 Apr, 2025 02:36:39 PM	11 Apr, 2025 02:40:52 PM	10 Apr, 2025 09:25:15 PM	0:03:20		Internal
622973782393			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Apr, 2025 02:36:39 PM	11 Apr, 2025 02:40:52 PM	10 Apr, 2025 09:25:15 PM	0:03:20		Internal
622973782393			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Apr, 2025 02:36:39 PM	11 Apr, 2025 02:40:52 PM	10 Apr, 2025 09:25:15 PM	0:03:20		Internal
622973782393			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Apr, 2025 02:36:39 PM	11 Apr, 2025 02:40:52 PM	10 Apr, 2025 09:25:15 PM	0:03:20		Internal
622973760160			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Apr, 2025 03:09:30 PM	11 Apr, 2025 03:16:06 PM	10 Apr, 2025 07:52:33 PM	0:03:11		Internal
622973760160			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Apr, 2025 03:09:30 PM	11 Apr, 2025 03:16:06 PM	10 Apr, 2025 07:52:33 PM	0:03:11		Internal
622973760160			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Apr, 2025 03:09:30 PM	11 Apr, 2025 03:16:06 PM	10 Apr, 2025 07:52:33 PM	0:03:11		Internal
622973760160			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Apr, 2025 03:09:30 PM	11 Apr, 2025 03:16:06 PM	10 Apr, 2025 07:52:33 PM	0:03:11		Internal
622973760160			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Apr, 2025 03:09:30 PM	11 Apr, 2025 03:16:06 PM	10 Apr, 2025 07:52:33 PM	0:03:11		Internal
622973760160			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Apr, 2025 03:09:30 PM	11 Apr, 2025 03:16:06 PM	10 Apr, 2025 07:52:33 PM	0:03:11		Internal
622973760160			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Apr, 2025 03:09:30 PM	11 Apr, 2025 03:16:06 PM	10 Apr, 2025 07:52:33 PM	0:03:11		Internal
622973760160			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Apr, 2025 03:09:30 PM	11 Apr, 2025 03:16:06 PM	10 Apr, 2025 07:52:33 PM	0:03:11		Internal
622973760160			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Apr, 2025 03:09:30 PM	11 Apr, 2025 03:16:06 PM	10 Apr, 2025 07:52:33 PM	0:03:11		Internal
622973760160			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Apr, 2025 03:09:30 PM	11 Apr, 2025 03:16:06 PM	10 Apr, 2025 07:52:33 PM	0:03:11		Internal
622973760160			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Apr, 2025 03:09:30 PM	11 Apr, 2025 03:16:06 PM	10 Apr, 2025 07:52:33 PM	0:03:11		Internal
622973760160			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Apr, 2025 03:09:30 PM	11 Apr, 2025 03:16:06 PM	10 Apr, 2025 07:52:33 PM	0:03:11		Internal
622973760160			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Apr, 2025 03:09:30 PM	11 Apr, 2025 03:16:06 PM	10 Apr, 2025 07:52:33 PM	0:03:11		Internal
622973760160			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Apr, 2025 03:09:30 PM	11 Apr, 2025 03:16:06 PM	10 Apr, 2025 07:52:33 PM	0:03:11		Internal
622973760160			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Apr, 2025 03:09:30 PM	11 Apr, 2025 03:16:06 PM	10 Apr, 2025 07:52:33 PM	0:03:11		Internal
622973760160			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Apr, 2025 03:09:30 PM	11 Apr, 2025 03:16:06 PM	10 Apr, 2025 07:52:33 PM	0:03:11		Internal
622973760160			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Apr, 2025 03:09:30 PM	11 Apr, 2025 03:16:06 PM	10 Apr, 2025 07:52:33 PM	0:03:11		Internal
622973760160			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Apr, 2025 03:09:30 PM	11 Apr, 2025 03:16:06 PM	10 Apr, 2025 07:52:33 PM	0:03:11		Internal
622973760160			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Apr, 2025 03:09:30 PM	11 Apr, 2025 03:16:06 PM	10 Apr, 2025 07:52:33 PM	0:03:11		Internal
622973760160			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Apr, 2025 03:09:30 PM	11 Apr, 2025 03:16:06 PM	10 Apr, 2025 07:52:33 PM	0:03:11		Internal
622973760160			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Apr, 2025 03:09:30 PM	11 Apr, 2025 03:16:06 PM	10 Apr, 2025 07:52:33 PM	0:03:11		Internal
622973760160			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Apr, 2025 03:09:30 PM	11 Apr, 2025 03:16:06 PM	10 Apr, 2025 07:52:33 PM	0:03:11		Internal
622973760160			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		11 Apr, 2025 03:09:30 PM	11 Apr, 2025 03:16:06 PM	10 Apr, 2025 07:52:33 PM	0:03:11		Internal
622973760160			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Apr, 2025 03:09:30 PM	11 Apr, 2025 03:16:06 PM	10 Apr, 2025 07:52:33 PM	0:03:11		Internal
622973760160			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Apr, 2025 03:09:30 PM	11 Apr, 2025 03:16:06 PM	10 Apr, 2025 07:52:33 PM	0:03:11		Internal
622973760160			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Apr, 2025 03:09:30 PM	11 Apr, 2025 03:16:06 PM	10 Apr, 2025 07:52:33 PM	0:03:11		Internal
621942365736			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Apr, 2025 10:31:56 PM	11 Apr, 2025 04:41:44 PM	01 Apr, 2025 06:24:15 PM	0:03:40		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621942365736	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	[redacted]	01 Apr, 2025 10:31:56 PM	11 Apr, 2025 04:41:44 PM	01 Apr, 2025 06:24:15 PM	0:03:40		Internal
621942365736			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 Apr, 2025 10:31:56 PM	11 Apr, 2025 04:41:44 PM	01 Apr, 2025 06:24:15 PM	0:03:40		Internal
621942365736			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 Apr, 2025 10:31:56 PM	11 Apr, 2025 04:41:44 PM	01 Apr, 2025 06:24:15 PM	0:03:40		Internal
621942365736			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 Apr, 2025 10:31:56 PM	11 Apr, 2025 04:41:44 PM	01 Apr, 2025 06:24:15 PM	0:03:40		Internal
621942365736			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 Apr, 2025 10:31:56 PM	11 Apr, 2025 04:41:44 PM	01 Apr, 2025 06:24:15 PM	0:03:40		Internal
621942365736			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 Apr, 2025 10:31:56 PM	11 Apr, 2025 04:41:44 PM	01 Apr, 2025 06:24:15 PM	0:03:40		Internal
621942365736			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 Apr, 2025 10:31:56 PM	11 Apr, 2025 04:41:44 PM	01 Apr, 2025 06:24:15 PM	0:03:40		Internal
621942365736			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 Apr, 2025 10:31:56 PM	11 Apr, 2025 04:41:44 PM	01 Apr, 2025 06:24:15 PM	0:03:40		Internal
621942365736			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 Apr, 2025 10:31:56 PM	11 Apr, 2025 04:41:44 PM	01 Apr, 2025 06:24:15 PM	0:03:40		Internal
621942365736			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 Apr, 2025 10:31:56 PM	11 Apr, 2025 04:41:44 PM	01 Apr, 2025 06:24:15 PM	0:03:40		Internal
621942365736			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 Apr, 2025 10:31:56 PM	11 Apr, 2025 04:41:44 PM	01 Apr, 2025 06:24:15 PM	0:03:40		Internal
621942365736			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 Apr, 2025 10:31:56 PM	11 Apr, 2025 04:41:44 PM	01 Apr, 2025 06:24:15 PM	0:03:40		Internal
621942365736			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 Apr, 2025 10:31:56 PM	11 Apr, 2025 04:41:44 PM	01 Apr, 2025 06:24:15 PM	0:03:40		Internal
621942365736			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 Apr, 2025 10:31:56 PM	11 Apr, 2025 04:41:44 PM	01 Apr, 2025 06:24:15 PM	0:03:40		Internal
621942365736			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 Apr, 2025 10:31:56 PM	11 Apr, 2025 04:41:44 PM	01 Apr, 2025 06:24:15 PM	0:03:40		Internal
621942365736			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 Apr, 2025 10:31:56 PM	11 Apr, 2025 04:41:44 PM	01 Apr, 2025 06:24:15 PM	0:03:40		Internal
621942365736			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 Apr, 2025 10:31:56 PM	11 Apr, 2025 04:41:44 PM	01 Apr, 2025 06:24:15 PM	0:03:40		Internal
621942365736			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 Apr, 2025 10:31:56 PM	11 Apr, 2025 04:41:44 PM	01 Apr, 2025 06:24:15 PM	0:03:40		Internal
621942365736			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 Apr, 2025 10:31:56 PM	11 Apr, 2025 04:41:44 PM	01 Apr, 2025 06:24:15 PM	0:03:40		Internal
621942365736			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 Apr, 2025 10:31:56 PM	11 Apr, 2025 04:41:44 PM	01 Apr, 2025 06:24:15 PM	0:03:40		Internal
621942365736			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 Apr, 2025 10:31:56 PM	11 Apr, 2025 04:41:44 PM	01 Apr, 2025 06:24:15 PM	0:03:40		Internal
621942365736			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		01 Apr, 2025 10:31:56 PM	11 Apr, 2025 04:41:44 PM	01 Apr, 2025 06:24:15 PM	0:03:40		Internal
621942365736			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 Apr, 2025 10:31:56 PM	11 Apr, 2025 04:41:44 PM	01 Apr, 2025 06:24:15 PM	0:03:40		Internal
621942365736			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 Apr, 2025 10:31:56 PM	11 Apr, 2025 04:41:44 PM	01 Apr, 2025 06:24:15 PM	0:03:40		Internal
621942365736			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 Apr, 2025 10:31:56 PM	11 Apr, 2025 04:41:44 PM	01 Apr, 2025 06:24:15 PM	0:03:40		Internal
621942282094			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Apr, 2025 02:32:07 PM	11 Apr, 2025 04:48:23 PM	01 Apr, 2025 02:13:59 PM	0:02:18		Internal
621942282094			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 Apr, 2025 02:32:07 PM	11 Apr, 2025 04:48:23 PM	01 Apr, 2025 02:13:59 PM	0:02:18		Internal
621942282094			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 Apr, 2025 02:32:07 PM	11 Apr, 2025 04:48:23 PM	01 Apr, 2025 02:13:59 PM	0:02:18		Internal
621942282094			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 Apr, 2025 02:32:07 PM	11 Apr, 2025 04:48:23 PM	01 Apr, 2025 02:13:59 PM	0:02:18		Internal
621942282094			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 Apr, 2025 02:32:07 PM	11 Apr, 2025 04:48:23 PM	01 Apr, 2025 02:13:59 PM	0:02:18		Internal
621942282094			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 Apr, 2025 02:32:07 PM	11 Apr, 2025 04:48:23 PM	01 Apr, 2025 02:13:59 PM	0:02:18		Internal
621942282094			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 Apr, 2025 02:32:07 PM	11 Apr, 2025 04:48:23 PM	01 Apr, 2025 02:13:59 PM	0:02:18		Internal
621942282094			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 Apr, 2025 02:32:07 PM	11 Apr, 2025 04:48:23 PM	01 Apr, 2025 02:13:59 PM	0:02:18		Internal
621942282094			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 Apr, 2025 02:32:07 PM	11 Apr, 2025 04:48:23 PM	01 Apr, 2025 02:13:59 PM	0:02:18		Internal
621942282094			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 Apr, 2025 02:32:07 PM	11 Apr, 2025 04:48:23 PM	01 Apr, 2025 02:13:59 PM	0:02:18		Internal
621942282094			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 Apr, 2025 02:32:07 PM	11 Apr, 2025 04:48:23 PM	01 Apr, 2025 02:13:59 PM	0:02:18		Internal
621942282094			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 Apr, 2025 02:32:07 PM	11 Apr, 2025 04:48:23 PM	01 Apr, 2025 02:13:59 PM	0:02:18		Internal
621942282094			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 Apr, 2025 02:32:07 PM	11 Apr, 2025 04:48:23 PM	01 Apr, 2025 02:13:59 PM	0:02:18		Internal
621942282094			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 Apr, 2025 02:32:07 PM	11 Apr, 2025 04:48:23 PM	01 Apr, 2025 02:13:59 PM	0:02:18		Internal
621942282094			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 Apr, 2025 02:32:07 PM	11 Apr, 2025 04:48:23 PM	01 Apr, 2025 02:13:59 PM	0:02:18		Internal
621942282094			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 Apr, 2025 02:32:07 PM	11 Apr, 2025 04:48:23 PM	01 Apr, 2025 02:13:59 PM	0:02:18		Internal
621942282094			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 Apr, 2025 02:32:07 PM	11 Apr, 2025 04:48:23 PM	01 Apr, 2025 02:13:59 PM	0:02:18		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621942282094	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	[redacted]	01 Apr, 2025 02:32:07 PM	11 Apr, 2025 04:48:23 PM	01 Apr, 2025 02:13:59 PM	0:02:18		Internal
621942282094			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 Apr, 2025 02:32:07 PM	11 Apr, 2025 04:48:23 PM	01 Apr, 2025 02:13:59 PM	0:02:18		Internal
621942282094			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 Apr, 2025 02:32:07 PM	11 Apr, 2025 04:48:23 PM	01 Apr, 2025 02:13:59 PM	0:02:18		Internal
621942282094			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 Apr, 2025 02:32:07 PM	11 Apr, 2025 04:48:23 PM	01 Apr, 2025 02:13:59 PM	0:02:18		Internal
621942282094			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 Apr, 2025 02:32:07 PM	11 Apr, 2025 04:48:23 PM	01 Apr, 2025 02:13:59 PM	0:02:18		Internal
621942282094			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		01 Apr, 2025 02:32:07 PM	11 Apr, 2025 04:48:23 PM	01 Apr, 2025 02:13:59 PM	0:02:18		Internal
621942282094			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 Apr, 2025 02:32:07 PM	11 Apr, 2025 04:48:23 PM	01 Apr, 2025 02:13:59 PM	0:02:18		Internal
621942282094			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 Apr, 2025 02:32:07 PM	11 Apr, 2025 04:48:23 PM	01 Apr, 2025 02:13:59 PM	0:02:18		Internal
621942282094			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 Apr, 2025 02:32:07 PM	11 Apr, 2025 04:48:23 PM	01 Apr, 2025 02:13:59 PM	0:02:18		Internal
622973653994			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Apr, 2025 05:13:23 PM	11 Apr, 2025 05:15:17 PM	10 Apr, 2025 01:39:04 PM	0:02:56		Internal
622973653994			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Apr, 2025 05:13:23 PM	11 Apr, 2025 05:15:17 PM	10 Apr, 2025 01:39:04 PM	0:02:56		Internal
622973653994			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Apr, 2025 05:13:23 PM	11 Apr, 2025 05:15:17 PM	10 Apr, 2025 01:39:04 PM	0:02:56		Internal
622973653994			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Apr, 2025 05:13:23 PM	11 Apr, 2025 05:15:17 PM	10 Apr, 2025 01:39:04 PM	0:02:56		Internal
622973653994			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Apr, 2025 05:13:23 PM	11 Apr, 2025 05:15:17 PM	10 Apr, 2025 01:39:04 PM	0:02:56		Internal
622973653994			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Apr, 2025 05:13:23 PM	11 Apr, 2025 05:15:17 PM	10 Apr, 2025 01:39:04 PM	0:02:56		Internal
622973653994			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Apr, 2025 05:13:23 PM	11 Apr, 2025 05:15:17 PM	10 Apr, 2025 01:39:04 PM	0:02:56		Internal
622973653994			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Apr, 2025 05:13:23 PM	11 Apr, 2025 05:15:17 PM	10 Apr, 2025 01:39:04 PM	0:02:56		Internal
622973653994			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Apr, 2025 05:13:23 PM	11 Apr, 2025 05:15:17 PM	10 Apr, 2025 01:39:04 PM	0:02:56		Internal
622973653994			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Apr, 2025 05:13:23 PM	11 Apr, 2025 05:15:17 PM	10 Apr, 2025 01:39:04 PM	0:02:56		Internal
622973653994			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Apr, 2025 05:13:23 PM	11 Apr, 2025 05:15:17 PM	10 Apr, 2025 01:39:04 PM	0:02:56		Internal
622973653994			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Apr, 2025 05:13:23 PM	11 Apr, 2025 05:15:17 PM	10 Apr, 2025 01:39:04 PM	0:02:56		Internal
622973653994			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Apr, 2025 05:13:23 PM	11 Apr, 2025 05:15:17 PM	10 Apr, 2025 01:39:04 PM	0:02:56		Internal
622973653994			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Apr, 2025 05:13:23 PM	11 Apr, 2025 05:15:17 PM	10 Apr, 2025 01:39:04 PM	0:02:56		Internal
622973653994			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Apr, 2025 05:13:23 PM	11 Apr, 2025 05:15:17 PM	10 Apr, 2025 01:39:04 PM	0:02:56		Internal
622973653994			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Apr, 2025 05:13:23 PM	11 Apr, 2025 05:15:17 PM	10 Apr, 2025 01:39:04 PM	0:02:56		Internal
622973653994			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Apr, 2025 05:13:23 PM	11 Apr, 2025 05:15:17 PM	10 Apr, 2025 01:39:04 PM	0:02:56		Internal
622973653994			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Apr, 2025 05:13:23 PM	11 Apr, 2025 05:15:17 PM	10 Apr, 2025 01:39:04 PM	0:02:56		Internal
622973653994			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Apr, 2025 05:13:23 PM	11 Apr, 2025 05:15:17 PM	10 Apr, 2025 01:39:04 PM	0:02:56		Internal
622973653994			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Apr, 2025 05:13:23 PM	11 Apr, 2025 05:15:17 PM	10 Apr, 2025 01:39:04 PM	0:02:56		Internal
622973653994			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Apr, 2025 05:13:23 PM	11 Apr, 2025 05:15:17 PM	10 Apr, 2025 01:39:04 PM	0:02:56		Internal
622973653994			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Apr, 2025 05:13:23 PM	11 Apr, 2025 05:15:17 PM	10 Apr, 2025 01:39:04 PM	0:02:56		Internal
622973653994			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		11 Apr, 2025 05:13:23 PM	11 Apr, 2025 05:15:17 PM	10 Apr, 2025 01:39:04 PM	0:02:56		Internal
622973653994			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Apr, 2025 05:13:23 PM	11 Apr, 2025 05:15:17 PM	10 Apr, 2025 01:39:04 PM	0:02:56		Internal
622973653994			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Apr, 2025 05:13:23 PM	11 Apr, 2025 05:15:17 PM	10 Apr, 2025 01:39:04 PM	0:02:56		Internal
622973653994			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Apr, 2025 05:13:23 PM	11 Apr, 2025 05:15:17 PM	10 Apr, 2025 01:39:04 PM	0:02:56		Internal
622973825770			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Apr, 2025 06:15:54 PM	11 Apr, 2025 06:31:13 PM	11 Apr, 2025 01:49:43 PM	0:03:18		Internal
622973825770			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Apr, 2025 06:15:54 PM	11 Apr, 2025 06:31:13 PM	11 Apr, 2025 01:49:43 PM	0:03:18		Internal
622973825770			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Apr, 2025 06:15:54 PM	11 Apr, 2025 06:31:13 PM	11 Apr, 2025 01:49:43 PM	0:03:18		Internal
622973825770			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Apr, 2025 06:15:54 PM	11 Apr, 2025 06:31:13 PM	11 Apr, 2025 01:49:43 PM	0:03:18		Internal
622973825770			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Apr, 2025 06:15:54 PM	11 Apr, 2025 06:31:13 PM	11 Apr, 2025 01:49:43 PM	0:03:18		Internal
622973825770			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Apr, 2025 06:15:54 PM	11 Apr, 2025 06:31:13 PM	11 Apr, 2025 01:49:43 PM	0:03:18		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
622973825770	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	11 Apr, 2025 06:15:54 PM	11 Apr, 2025 06:31:13 PM	11 Apr, 2025 01:49:43 PM	0:03:18		Internal
622973825770			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Apr, 2025 06:15:54 PM	11 Apr, 2025 06:31:13 PM	11 Apr, 2025 01:49:43 PM	0:03:18		Internal
622973825770			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Apr, 2025 06:15:54 PM	11 Apr, 2025 06:31:13 PM	11 Apr, 2025 01:49:43 PM	0:03:18		Internal
622973825770			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Apr, 2025 06:15:54 PM	11 Apr, 2025 06:31:13 PM	11 Apr, 2025 01:49:43 PM	0:03:18		Internal
622973825770			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Apr, 2025 06:15:54 PM	11 Apr, 2025 06:31:13 PM	11 Apr, 2025 01:49:43 PM	0:03:18		Internal
622973825770			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Apr, 2025 06:15:54 PM	11 Apr, 2025 06:31:13 PM	11 Apr, 2025 01:49:43 PM	0:03:18		Internal
622973825770			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Apr, 2025 06:15:54 PM	11 Apr, 2025 06:31:13 PM	11 Apr, 2025 01:49:43 PM	0:03:18		Internal
622973825770			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Apr, 2025 06:15:54 PM	11 Apr, 2025 06:31:13 PM	11 Apr, 2025 01:49:43 PM	0:03:18		Internal
622973825770			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Apr, 2025 06:15:54 PM	11 Apr, 2025 06:31:13 PM	11 Apr, 2025 01:49:43 PM	0:03:18		Internal
622973825770			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Apr, 2025 06:15:54 PM	11 Apr, 2025 06:31:13 PM	11 Apr, 2025 01:49:43 PM	0:03:18		Internal
622973825770			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Apr, 2025 06:15:54 PM	11 Apr, 2025 06:31:13 PM	11 Apr, 2025 01:49:43 PM	0:03:18		Internal
622973825770			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Apr, 2025 06:15:54 PM	11 Apr, 2025 06:31:13 PM	11 Apr, 2025 01:49:43 PM	0:03:18		Internal
622973825770			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Apr, 2025 06:15:54 PM	11 Apr, 2025 06:31:13 PM	11 Apr, 2025 01:49:43 PM	0:03:18		Internal
622973825770			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Apr, 2025 06:15:54 PM	11 Apr, 2025 06:31:13 PM	11 Apr, 2025 01:49:43 PM	0:03:18		Internal
622973825770			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Apr, 2025 06:15:54 PM	11 Apr, 2025 06:31:13 PM	11 Apr, 2025 01:49:43 PM	0:03:18		Internal
622973825770			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Apr, 2025 06:15:54 PM	11 Apr, 2025 06:31:13 PM	11 Apr, 2025 01:49:43 PM	0:03:18		Internal
622973825770			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		11 Apr, 2025 06:15:54 PM	11 Apr, 2025 06:31:13 PM	11 Apr, 2025 01:49:43 PM	0:03:18		Internal
622973825770			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Apr, 2025 06:15:54 PM	11 Apr, 2025 06:31:13 PM	11 Apr, 2025 01:49:43 PM	0:03:18		Internal
622973825770			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Apr, 2025 06:15:54 PM	11 Apr, 2025 06:31:13 PM	11 Apr, 2025 01:49:43 PM	0:03:18		Internal
622973825770			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Apr, 2025 06:15:54 PM	11 Apr, 2025 06:31:13 PM	11 Apr, 2025 01:49:43 PM	0:03:18		Internal
621942346588			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Apr, 2025 12:01:27 AM	11 Apr, 2025 07:03:30 PM	01 Apr, 2025 05:28:00 PM	0:07:22		Internal
621942346588			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Apr, 2025 12:01:27 AM	11 Apr, 2025 07:03:30 PM	01 Apr, 2025 05:28:00 PM	0:07:22		Internal
621942346588			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Apr, 2025 12:01:27 AM	11 Apr, 2025 07:03:30 PM	01 Apr, 2025 05:28:00 PM	0:07:22		Internal
621942346588			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Apr, 2025 12:01:27 AM	11 Apr, 2025 07:03:30 PM	01 Apr, 2025 05:28:00 PM	0:07:22		Internal
621942346588			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Apr, 2025 12:01:27 AM	11 Apr, 2025 07:03:30 PM	01 Apr, 2025 05:28:00 PM	0:07:22		Internal
621942346588			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Apr, 2025 12:01:27 AM	11 Apr, 2025 07:03:30 PM	01 Apr, 2025 05:28:00 PM	0:07:22		Internal
621942346588			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Apr, 2025 12:01:27 AM	11 Apr, 2025 07:03:30 PM	01 Apr, 2025 05:28:00 PM	0:07:22		Internal
621942346588			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Apr, 2025 12:01:27 AM	11 Apr, 2025 07:03:30 PM	01 Apr, 2025 05:28:00 PM	0:07:22		Internal
621942346588			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Apr, 2025 12:01:27 AM	11 Apr, 2025 07:03:30 PM	01 Apr, 2025 05:28:00 PM	0:07:22		Internal
621942346588			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Apr, 2025 12:01:27 AM	11 Apr, 2025 07:03:30 PM	01 Apr, 2025 05:28:00 PM	0:07:22		Internal
621942346588			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Apr, 2025 12:01:27 AM	11 Apr, 2025 07:03:30 PM	01 Apr, 2025 05:28:00 PM	0:07:22		Internal
621942346588			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Apr, 2025 12:01:27 AM	11 Apr, 2025 07:03:30 PM	01 Apr, 2025 05:28:00 PM	0:07:22		Internal
621942346588			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Apr, 2025 12:01:27 AM	11 Apr, 2025 07:03:30 PM	01 Apr, 2025 05:28:00 PM	0:07:22		Internal
621942346588			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Apr, 2025 12:01:27 AM	11 Apr, 2025 07:03:30 PM	01 Apr, 2025 05:28:00 PM	0:07:22		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621942346588	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	03 Apr, 2025 12:01:27 AM	11 Apr, 2025 07:03:30 PM	01 Apr, 2025 05:28:00 PM	0:07:22		Internal
621942346588			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Apr, 2025 12:01:27 AM	11 Apr, 2025 07:03:30 PM	01 Apr, 2025 05:28:00 PM	0:07:22		Internal
621942346588			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Apr, 2025 12:01:27 AM	11 Apr, 2025 07:03:30 PM	01 Apr, 2025 05:28:00 PM	0:07:22		Internal
621942346588			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Apr, 2025 12:01:27 AM	11 Apr, 2025 07:03:30 PM	01 Apr, 2025 05:28:00 PM	0:07:22		Internal
621942346588			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Apr, 2025 12:01:27 AM	11 Apr, 2025 07:03:30 PM	01 Apr, 2025 05:28:00 PM	0:07:22		Internal
621942346588			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Apr, 2025 12:01:27 AM	11 Apr, 2025 07:03:30 PM	01 Apr, 2025 05:28:00 PM	0:07:22		Internal
621942346588			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Apr, 2025 12:01:27 AM	11 Apr, 2025 07:03:30 PM	01 Apr, 2025 05:28:00 PM	0:07:22		Internal
621942346588			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Apr, 2025 12:01:27 AM	11 Apr, 2025 07:03:30 PM	01 Apr, 2025 05:28:00 PM	0:07:22		Internal
621942346588			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Apr, 2025 12:01:27 AM	11 Apr, 2025 07:03:30 PM	01 Apr, 2025 05:28:00 PM	0:07:22		Internal
621942346588			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Apr, 2025 12:01:27 AM	11 Apr, 2025 07:03:30 PM	01 Apr, 2025 05:28:00 PM	0:07:22		Internal
621942346588			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Apr, 2025 12:01:27 AM	11 Apr, 2025 07:03:30 PM	01 Apr, 2025 05:28:00 PM	0:07:22		Internal
621942346588			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Apr, 2025 12:01:27 AM	11 Apr, 2025 07:03:30 PM	01 Apr, 2025 05:28:00 PM	0:07:22		Internal
622973905739			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Apr, 2025 07:00:10 PM	11 Apr, 2025 07:10:13 PM	11 Apr, 2025 06:24:03 PM	0:04:19		Internal
622973905739			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Apr, 2025 07:00:10 PM	11 Apr, 2025 07:10:13 PM	11 Apr, 2025 06:24:03 PM	0:04:19		Internal
622973905739			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Apr, 2025 07:00:10 PM	11 Apr, 2025 07:10:13 PM	11 Apr, 2025 06:24:03 PM	0:04:19		Internal
622973905739			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Apr, 2025 07:00:10 PM	11 Apr, 2025 07:10:13 PM	11 Apr, 2025 06:24:03 PM	0:04:19		Internal
622973905739			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Apr, 2025 07:00:10 PM	11 Apr, 2025 07:10:13 PM	11 Apr, 2025 06:24:03 PM	0:04:19		Internal
622973905739			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Apr, 2025 07:00:10 PM	11 Apr, 2025 07:10:13 PM	11 Apr, 2025 06:24:03 PM	0:04:19		Internal
622973905739			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Apr, 2025 07:00:10 PM	11 Apr, 2025 07:10:13 PM	11 Apr, 2025 06:24:03 PM	0:04:19		Internal
622973905739			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Apr, 2025 07:00:10 PM	11 Apr, 2025 07:10:13 PM	11 Apr, 2025 06:24:03 PM	0:04:19		Internal
622973905739			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Apr, 2025 07:00:10 PM	11 Apr, 2025 07:10:13 PM	11 Apr, 2025 06:24:03 PM	0:04:19		Internal
622973905739			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Apr, 2025 07:00:10 PM	11 Apr, 2025 07:10:13 PM	11 Apr, 2025 06:24:03 PM	0:04:19		Internal
622973905739			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Apr, 2025 07:00:10 PM	11 Apr, 2025 07:10:13 PM	11 Apr, 2025 06:24:03 PM	0:04:19		Internal
622973905739			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Apr, 2025 07:00:10 PM	11 Apr, 2025 07:10:13 PM	11 Apr, 2025 06:24:03 PM	0:04:19		Internal
622973905739			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Apr, 2025 07:00:10 PM	11 Apr, 2025 07:10:13 PM	11 Apr, 2025 06:24:03 PM	0:04:19		Internal
622973905739			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Apr, 2025 07:00:10 PM	11 Apr, 2025 07:10:13 PM	11 Apr, 2025 06:24:03 PM	0:04:19		Internal
622973905739			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Apr, 2025 07:00:10 PM	11 Apr, 2025 07:10:13 PM	11 Apr, 2025 06:24:03 PM	0:04:19		Internal
622973905739			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Apr, 2025 07:00:10 PM	11 Apr, 2025 07:10:13 PM	11 Apr, 2025 06:24:03 PM	0:04:19		Internal
622973905739			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Apr, 2025 07:00:10 PM	11 Apr, 2025 07:10:13 PM	11 Apr, 2025 06:24:03 PM	0:04:19		Internal
622973905739			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Apr, 2025 07:00:10 PM	11 Apr, 2025 07:10:13 PM	11 Apr, 2025 06:24:03 PM	0:04:19		Internal
622973905739			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Apr, 2025 07:00:10 PM	11 Apr, 2025 07:10:13 PM	11 Apr, 2025 06:24:03 PM	0:04:19		Internal
622973905739			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Apr, 2025 07:00:10 PM	11 Apr, 2025 07:10:13 PM	11 Apr, 2025 06:24:03 PM	0:04:19		Internal
622973905739			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Apr, 2025 07:00:10 PM	11 Apr, 2025 07:10:13 PM	11 Apr, 2025 06:24:03 PM	0:04:19		Internal
622973905739			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Apr, 2025 07:00:10 PM	11 Apr, 2025 07:10:13 PM	11 Apr, 2025 06:24:03 PM	0:04:19		Internal
622973905739			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		11 Apr, 2025 07:00:10 PM	11 Apr, 2025 07:10:13 PM	11 Apr, 2025 06:24:03 PM	0:04:19		Internal
622973905739			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Apr, 2025 07:00:10 PM	11 Apr, 2025 07:10:13 PM	11 Apr, 2025 06:24:03 PM	0:04:19		Internal
622973905739			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Apr, 2025 07:00:10 PM	11 Apr, 2025 07:10:13 PM	11 Apr, 2025 06:24:03 PM	0:04:19		Internal
622973905739			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Apr, 2025 07:00:10 PM	11 Apr, 2025 07:10:13 PM	11 Apr, 2025 06:24:03 PM	0:04:19		Internal
622973729774			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Apr, 2025 06:59:56 PM	11 Apr, 2025 07:10:36 PM	10 Apr, 2025 05:59:17 PM	0:02:17		Internal
622973729774			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Apr, 2025 06:59:56 PM	11 Apr, 2025 07:10:36 PM	10 Apr, 2025 05:59:17 PM	0:02:17		Internal
622973729774			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Apr, 2025 06:59:56 PM	11 Apr, 2025 07:10:36 PM	10 Apr, 2025 05:59:17 PM	0:02:17		Internal
622973729774			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Apr, 2025 06:59:56 PM	11 Apr, 2025 07:10:36 PM	10 Apr, 2025 05:59:17 PM	0:02:17		Internal
622973729774			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Apr, 2025 06:59:56 PM	11 Apr, 2025 07:10:36 PM	10 Apr, 2025 05:59:17 PM	0:02:17		Internal
622973729774			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Apr, 2025 06:59:56 PM	11 Apr, 2025 07:10:36 PM	10 Apr, 2025 05:59:17 PM	0:02:17		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
622973729774	[redacted]		CTE_Res_Payment	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	11 Apr, 2025 06:59:56 PM	11 Apr, 2025 07:10:36 PM	10 Apr, 2025 05:59:17 PM	0:02:17		Internal
622973729774			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Apr, 2025 06:59:56 PM	11 Apr, 2025 07:10:36 PM	10 Apr, 2025 05:59:17 PM	0:02:17		Internal
622973729774			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Apr, 2025 06:59:56 PM	11 Apr, 2025 07:10:36 PM	10 Apr, 2025 05:59:17 PM	0:02:17		Internal
622973729774			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Apr, 2025 06:59:56 PM	11 Apr, 2025 07:10:36 PM	10 Apr, 2025 05:59:17 PM	0:02:17		Internal
622973729774			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Apr, 2025 06:59:56 PM	11 Apr, 2025 07:10:36 PM	10 Apr, 2025 05:59:17 PM	0:02:17		Internal
622973729774			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Apr, 2025 06:59:56 PM	11 Apr, 2025 07:10:36 PM	10 Apr, 2025 05:59:17 PM	0:02:17		Internal
622973729774			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Apr, 2025 06:59:56 PM	11 Apr, 2025 07:10:36 PM	10 Apr, 2025 05:59:17 PM	0:02:17		Internal
622973729774			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Apr, 2025 06:59:56 PM	11 Apr, 2025 07:10:36 PM	10 Apr, 2025 05:59:17 PM	0:02:17		Internal
622973729774			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Apr, 2025 06:59:56 PM	11 Apr, 2025 07:10:36 PM	10 Apr, 2025 05:59:17 PM	0:02:17		Internal
622973729774			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Apr, 2025 06:59:56 PM	11 Apr, 2025 07:10:36 PM	10 Apr, 2025 05:59:17 PM	0:02:17		Internal
622973729774			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Apr, 2025 06:59:56 PM	11 Apr, 2025 07:10:36 PM	10 Apr, 2025 05:59:17 PM	0:02:17		Internal
622973729774			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Apr, 2025 06:59:56 PM	11 Apr, 2025 07:10:36 PM	10 Apr, 2025 05:59:17 PM	0:02:17		Internal
622973729774			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Apr, 2025 06:59:56 PM	11 Apr, 2025 07:10:36 PM	10 Apr, 2025 05:59:17 PM	0:02:17		Internal
622973729774			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Apr, 2025 06:59:56 PM	11 Apr, 2025 07:10:36 PM	10 Apr, 2025 05:59:17 PM	0:02:17		Internal
622973729774			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Apr, 2025 06:59:56 PM	11 Apr, 2025 07:10:36 PM	10 Apr, 2025 05:59:17 PM	0:02:17		Internal
622973729774			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Apr, 2025 06:59:56 PM	11 Apr, 2025 07:10:36 PM	10 Apr, 2025 05:59:17 PM	0:02:17		Internal
622973729774			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		11 Apr, 2025 06:59:56 PM	11 Apr, 2025 07:10:36 PM	10 Apr, 2025 05:59:17 PM	0:02:17		Internal
622973729774			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Apr, 2025 06:59:56 PM	11 Apr, 2025 07:10:36 PM	10 Apr, 2025 05:59:17 PM	0:02:17		Internal
622973729774			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Apr, 2025 06:59:56 PM	11 Apr, 2025 07:10:36 PM	10 Apr, 2025 05:59:17 PM	0:02:17		Internal
622973729774			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Apr, 2025 06:59:56 PM	11 Apr, 2025 07:10:36 PM	10 Apr, 2025 05:59:17 PM	0:02:17		Internal
622973786585			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Apr, 2025 04:00:34 AM	11 Apr, 2025 07:31:43 PM	10 Apr, 2025 09:51:21 PM	0:02:29		Internal
622973786585			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Apr, 2025 04:00:34 AM	11 Apr, 2025 07:31:43 PM	10 Apr, 2025 09:51:21 PM	0:02:29		Internal
622973786585			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Apr, 2025 04:00:34 AM	11 Apr, 2025 07:31:43 PM	10 Apr, 2025 09:51:21 PM	0:02:29		Internal
622973786585			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Apr, 2025 04:00:34 AM	11 Apr, 2025 07:31:43 PM	10 Apr, 2025 09:51:21 PM	0:02:29		Internal
622973786585			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Apr, 2025 04:00:34 AM	11 Apr, 2025 07:31:43 PM	10 Apr, 2025 09:51:21 PM	0:02:29		Internal
622973786585			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Apr, 2025 04:00:34 AM	11 Apr, 2025 07:31:43 PM	10 Apr, 2025 09:51:21 PM	0:02:29		Internal
622973786585			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Apr, 2025 04:00:34 AM	11 Apr, 2025 07:31:43 PM	10 Apr, 2025 09:51:21 PM	0:02:29		Internal
622973786585			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Apr, 2025 04:00:34 AM	11 Apr, 2025 07:31:43 PM	10 Apr, 2025 09:51:21 PM	0:02:29		Internal
622973786585			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Apr, 2025 04:00:34 AM	11 Apr, 2025 07:31:43 PM	10 Apr, 2025 09:51:21 PM	0:02:29		Internal
622973786585			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Apr, 2025 04:00:34 AM	11 Apr, 2025 07:31:43 PM	10 Apr, 2025 09:51:21 PM	0:02:29		Internal
622973786585			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Apr, 2025 04:00:34 AM	11 Apr, 2025 07:31:43 PM	10 Apr, 2025 09:51:21 PM	0:02:29		Internal
622973786585			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Apr, 2025 04:00:34 AM	11 Apr, 2025 07:31:43 PM	10 Apr, 2025 09:51:21 PM	0:02:29		Internal
622973786585			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Apr, 2025 04:00:34 AM	11 Apr, 2025 07:31:43 PM	10 Apr, 2025 09:51:21 PM	0:02:29		Internal
622973786585			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Apr, 2025 04:00:34 AM	11 Apr, 2025 07:31:43 PM	10 Apr, 2025 09:51:21 PM	0:02:29		Internal
622973786585			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Apr, 2025 04:00:34 AM	11 Apr, 2025 07:31:43 PM	10 Apr, 2025 09:51:21 PM	0:02:29		Internal
622973786585			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Apr, 2025 04:00:34 AM	11 Apr, 2025 07:31:43 PM	10 Apr, 2025 09:51:21 PM	0:02:29		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
622973786585	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	[redacted]	11 Apr, 2025 04:00:34 AM	11 Apr, 2025 07:31:43 PM	10 Apr, 2025 09:51:21 PM	0:02:29		Internal
622973786585			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Apr, 2025 04:00:34 AM	11 Apr, 2025 07:31:43 PM	10 Apr, 2025 09:51:21 PM	0:02:29		Internal
622973786585			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Apr, 2025 04:00:34 AM	11 Apr, 2025 07:31:43 PM	10 Apr, 2025 09:51:21 PM	0:02:29		Internal
622973786585			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Apr, 2025 04:00:34 AM	11 Apr, 2025 07:31:43 PM	10 Apr, 2025 09:51:21 PM	0:02:29		Internal
622973786585			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Apr, 2025 04:00:34 AM	11 Apr, 2025 07:31:43 PM	10 Apr, 2025 09:51:21 PM	0:02:29		Internal
622973786585			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Apr, 2025 04:00:34 AM	11 Apr, 2025 07:31:43 PM	10 Apr, 2025 09:51:21 PM	0:02:29		Internal
622973786585			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		11 Apr, 2025 04:00:34 AM	11 Apr, 2025 07:31:43 PM	10 Apr, 2025 09:51:21 PM	0:02:29		Internal
622973786585			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Apr, 2025 04:00:34 AM	11 Apr, 2025 07:31:43 PM	10 Apr, 2025 09:51:21 PM	0:02:29		Internal
622973786585			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Apr, 2025 04:00:34 AM	11 Apr, 2025 07:31:43 PM	10 Apr, 2025 09:51:21 PM	0:02:29		Internal
622973786585			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Apr, 2025 04:00:34 AM	11 Apr, 2025 07:31:43 PM	10 Apr, 2025 09:51:21 PM	0:02:29		Internal
597059485785			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Mar, 2025 10:32:00 PM	11 Apr, 2025 07:45:55 PM	26 Mar, 2025 01:34:21 PM	0:06:20		Internal
597059485785			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Mar, 2025 10:32:00 PM	11 Apr, 2025 07:45:55 PM	26 Mar, 2025 01:34:21 PM	0:06:20		Internal
597059485785			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Mar, 2025 10:32:00 PM	11 Apr, 2025 07:45:55 PM	26 Mar, 2025 01:34:21 PM	0:06:20		Internal
597059485785			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Mar, 2025 10:32:00 PM	11 Apr, 2025 07:45:55 PM	26 Mar, 2025 01:34:21 PM	0:06:20		Internal
597059485785			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Mar, 2025 10:32:00 PM	11 Apr, 2025 07:45:55 PM	26 Mar, 2025 01:34:21 PM	0:06:20		Internal
597059485785			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Mar, 2025 10:32:00 PM	11 Apr, 2025 07:45:55 PM	26 Mar, 2025 01:34:21 PM	0:06:20		Internal
597059485785			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Mar, 2025 10:32:00 PM	11 Apr, 2025 07:45:55 PM	26 Mar, 2025 01:34:21 PM	0:06:20		Internal
597059485785			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Mar, 2025 10:32:00 PM	11 Apr, 2025 07:45:55 PM	26 Mar, 2025 01:34:21 PM	0:06:20		Internal
597059485785			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Mar, 2025 10:32:00 PM	11 Apr, 2025 07:45:55 PM	26 Mar, 2025 01:34:21 PM	0:06:20		Internal
597059485785			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Mar, 2025 10:32:00 PM	11 Apr, 2025 07:45:55 PM	26 Mar, 2025 01:34:21 PM	0:06:20		Internal
597059485785			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Mar, 2025 10:32:00 PM	11 Apr, 2025 07:45:55 PM	26 Mar, 2025 01:34:21 PM	0:06:20		Internal
597059485785			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Mar, 2025 10:32:00 PM	11 Apr, 2025 07:45:55 PM	26 Mar, 2025 01:34:21 PM	0:06:20		Internal
597059485785			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Mar, 2025 10:32:00 PM	11 Apr, 2025 07:45:55 PM	26 Mar, 2025 01:34:21 PM	0:06:20		Internal
597059485785			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Mar, 2025 10:32:00 PM	11 Apr, 2025 07:45:55 PM	26 Mar, 2025 01:34:21 PM	0:06:20		Internal
597059485785			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Mar, 2025 10:32:00 PM	11 Apr, 2025 07:45:55 PM	26 Mar, 2025 01:34:21 PM	0:06:20		Internal
597059485785			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Mar, 2025 10:32:00 PM	11 Apr, 2025 07:45:55 PM	26 Mar, 2025 01:34:21 PM	0:06:20		Internal
597059485785			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Mar, 2025 10:32:00 PM	11 Apr, 2025 07:45:55 PM	26 Mar, 2025 01:34:21 PM	0:06:20		Internal
597059485785			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Mar, 2025 10:32:00 PM	11 Apr, 2025 07:45:55 PM	26 Mar, 2025 01:34:21 PM	0:06:20		Internal
597059485785			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Mar, 2025 10:32:00 PM	11 Apr, 2025 07:45:55 PM	26 Mar, 2025 01:34:21 PM	0:06:20		Internal
597059485785			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Mar, 2025 10:32:00 PM	11 Apr, 2025 07:45:55 PM	26 Mar, 2025 01:34:21 PM	0:06:20		Internal
597059485785			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Mar, 2025 10:32:00 PM	11 Apr, 2025 07:45:55 PM	26 Mar, 2025 01:34:21 PM	0:06:20		Internal
597059485785			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Mar, 2025 10:32:00 PM	11 Apr, 2025 07:45:55 PM	26 Mar, 2025 01:34:21 PM	0:06:20		Internal
597059485785			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		26 Mar, 2025 10:32:00 PM	11 Apr, 2025 07:45:55 PM	26 Mar, 2025 01:34:21 PM	0:06:20		Internal
597059485785			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Mar, 2025 10:32:00 PM	11 Apr, 2025 07:45:55 PM	26 Mar, 2025 01:34:21 PM	0:06:20		Internal
597059485785			CTE_Res_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Mar, 2025 10:32:00 PM	11 Apr, 2025 07:45:55 PM	26 Mar, 2025 01:34:21 PM	0:06:20		Internal
597059485785			CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Mar, 2025 10:32:00 PM	11 Apr, 2025 07:45:55 PM	26 Mar, 2025 01:34:21 PM	0:06:20		Internal
621942611943			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Apr, 2025 02:01:28 PM	11 Apr, 2025 08:03:38 PM	02 Apr, 2025 09:29:33 PM	0:02:10		Internal
621942611943			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Apr, 2025 02:01:28 PM	11 Apr, 2025 08:03:38 PM	02 Apr, 2025 09:29:33 PM	0:02:10		Internal
621942611943			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Apr, 2025 02:01:28 PM	11 Apr, 2025 08:03:38 PM	02 Apr, 2025 09:29:33 PM	0:02:10		Internal
621942611943			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Apr, 2025 02:01:28 PM	11 Apr, 2025 08:03:38 PM	02 Apr, 2025 09:29:33 PM	0:02:10		Internal
621942611943			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Apr, 2025 02:01:28 PM	11 Apr, 2025 08:03:38 PM	02 Apr, 2025 09:29:33 PM	0:02:10		Internal
621942611943			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Apr, 2025 02:01:28 PM	11 Apr, 2025 08:03:38 PM	02 Apr, 2025 09:29:33 PM	0:02:10		Internal
621942611943			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Apr, 2025 02:01:28 PM	11 Apr, 2025 08:03:38 PM	02 Apr, 2025 09:29:33 PM	0:02:10		Internal
621942611943			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Apr, 2025 02:01:28 PM	11 Apr, 2025 08:03:38 PM	02 Apr, 2025 09:29:33 PM	0:02:10		Internal
621942611943			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Apr, 2025 02:01:28 PM	11 Apr, 2025 08:03:38 PM	02 Apr, 2025 09:29:33 PM	0:02:10		Internal
621942611943			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Apr, 2025 02:01:28 PM	11 Apr, 2025 08:03:38 PM	02 Apr, 2025 09:29:33 PM	0:02:10		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621942611943	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	04 Apr, 2025 02:01:28 PM	11 Apr, 2025 08:03:38 PM	02 Apr, 2025 09:29:33 PM	0:02:10		Internal
621942611943			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Apr, 2025 02:01:28 PM	11 Apr, 2025 08:03:38 PM	02 Apr, 2025 09:29:33 PM	0:02:10		Internal
621942611943			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Apr, 2025 02:01:28 PM	11 Apr, 2025 08:03:38 PM	02 Apr, 2025 09:29:33 PM	0:02:10		Internal
621942611943			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Apr, 2025 02:01:28 PM	11 Apr, 2025 08:03:38 PM	02 Apr, 2025 09:29:33 PM	0:02:10		Internal
621942611943			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Apr, 2025 02:01:28 PM	11 Apr, 2025 08:03:38 PM	02 Apr, 2025 09:29:33 PM	0:02:10		Internal
621942611943			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Apr, 2025 02:01:28 PM	11 Apr, 2025 08:03:38 PM	02 Apr, 2025 09:29:33 PM	0:02:10		Internal
621942611943			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Apr, 2025 02:01:28 PM	11 Apr, 2025 08:03:38 PM	02 Apr, 2025 09:29:33 PM	0:02:10		Internal
621942611943			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Apr, 2025 02:01:28 PM	11 Apr, 2025 08:03:38 PM	02 Apr, 2025 09:29:33 PM	0:02:10		Internal
621942611943			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Apr, 2025 02:01:28 PM	11 Apr, 2025 08:03:38 PM	02 Apr, 2025 09:29:33 PM	0:02:10		Internal
621942611943			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Apr, 2025 02:01:28 PM	11 Apr, 2025 08:03:38 PM	02 Apr, 2025 09:29:33 PM	0:02:10		Internal
621942611943			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Apr, 2025 02:01:28 PM	11 Apr, 2025 08:03:38 PM	02 Apr, 2025 09:29:33 PM	0:02:10		Internal
621942611943			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Apr, 2025 02:01:28 PM	11 Apr, 2025 08:03:38 PM	02 Apr, 2025 09:29:33 PM	0:02:10		Internal
621942611943			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		04 Apr, 2025 02:01:28 PM	11 Apr, 2025 08:03:38 PM	02 Apr, 2025 09:29:33 PM	0:02:10		Internal
621942611943			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Apr, 2025 02:01:28 PM	11 Apr, 2025 08:03:38 PM	02 Apr, 2025 09:29:33 PM	0:02:10		Internal
621942611943			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Apr, 2025 02:01:28 PM	11 Apr, 2025 08:03:38 PM	02 Apr, 2025 09:29:33 PM	0:02:10		Internal
621942611943			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Apr, 2025 02:01:28 PM	11 Apr, 2025 08:03:38 PM	02 Apr, 2025 09:29:33 PM	0:02:10		Internal
621942546260			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Apr, 2025 04:01:29 PM	11 Apr, 2025 08:11:30 PM	02 Apr, 2025 05:44:52 PM	0:02:12		Internal
621942546260			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Apr, 2025 04:01:29 PM	11 Apr, 2025 08:11:30 PM	02 Apr, 2025 05:44:52 PM	0:02:12		Internal
621942546260			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Apr, 2025 04:01:29 PM	11 Apr, 2025 08:11:30 PM	02 Apr, 2025 05:44:52 PM	0:02:12		Internal
621942546260			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Apr, 2025 04:01:29 PM	11 Apr, 2025 08:11:30 PM	02 Apr, 2025 05:44:52 PM	0:02:12		Internal
621942546260			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Apr, 2025 04:01:29 PM	11 Apr, 2025 08:11:30 PM	02 Apr, 2025 05:44:52 PM	0:02:12		Internal
621942546260			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Apr, 2025 04:01:29 PM	11 Apr, 2025 08:11:30 PM	02 Apr, 2025 05:44:52 PM	0:02:12		Internal
621942546260			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Apr, 2025 04:01:29 PM	11 Apr, 2025 08:11:30 PM	02 Apr, 2025 05:44:52 PM	0:02:12		Internal
621942546260			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Apr, 2025 04:01:29 PM	11 Apr, 2025 08:11:30 PM	02 Apr, 2025 05:44:52 PM	0:02:12		Internal
621942546260			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Apr, 2025 04:01:29 PM	11 Apr, 2025 08:11:30 PM	02 Apr, 2025 05:44:52 PM	0:02:12		Internal
621942546260			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Apr, 2025 04:01:29 PM	11 Apr, 2025 08:11:30 PM	02 Apr, 2025 05:44:52 PM	0:02:12		Internal
621942546260			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Apr, 2025 04:01:29 PM	11 Apr, 2025 08:11:30 PM	02 Apr, 2025 05:44:52 PM	0:02:12		Internal
621942546260			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Apr, 2025 04:01:29 PM	11 Apr, 2025 08:11:30 PM	02 Apr, 2025 05:44:52 PM	0:02:12		Internal
621942546260			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Apr, 2025 04:01:29 PM	11 Apr, 2025 08:11:30 PM	02 Apr, 2025 05:44:52 PM	0:02:12		Internal
621942546260			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Apr, 2025 04:01:29 PM	11 Apr, 2025 08:11:30 PM	02 Apr, 2025 05:44:52 PM	0:02:12		Internal
621942546260			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Apr, 2025 04:01:29 PM	11 Apr, 2025 08:11:30 PM	02 Apr, 2025 05:44:52 PM	0:02:12		Internal
621942546260			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Apr, 2025 04:01:29 PM	11 Apr, 2025 08:11:30 PM	02 Apr, 2025 05:44:52 PM	0:02:12		Internal
621942546260			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Apr, 2025 04:01:29 PM	11 Apr, 2025 08:11:30 PM	02 Apr, 2025 05:44:52 PM	0:02:12		Internal
621942546260			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Apr, 2025 04:01:29 PM	11 Apr, 2025 08:11:30 PM	02 Apr, 2025 05:44:52 PM	0:02:12		Internal
621942546260			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Apr, 2025 04:01:29 PM	11 Apr, 2025 08:11:30 PM	02 Apr, 2025 05:44:52 PM	0:02:12		Internal
621942546260			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Apr, 2025 04:01:29 PM	11 Apr, 2025 08:11:30 PM	02 Apr, 2025 05:44:52 PM	0:02:12		Internal
621942546260			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Apr, 2025 04:01:29 PM	11 Apr, 2025 08:11:30 PM	02 Apr, 2025 05:44:52 PM	0:02:12		Internal
621942546260			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Apr, 2025 04:01:29 PM	11 Apr, 2025 08:11:30 PM	02 Apr, 2025 05:44:52 PM	0:02:12		Internal
621942546260			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Apr, 2025 04:01:29 PM	11 Apr, 2025 08:11:30 PM	02 Apr, 2025 05:44:52 PM	0:02:12		Internal
621942546260			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Apr, 2025 04:01:29 PM	11 Apr, 2025 08:11:30 PM	02 Apr, 2025 05:44:52 PM	0:02:12		Internal
621942546260			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Apr, 2025 04:01:29 PM	11 Apr, 2025 08:11:30 PM	02 Apr, 2025 05:44:52 PM	0:02:12		Internal
621942546260			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Apr, 2025 04:01:29 PM	11 Apr, 2025 08:11:30 PM	02 Apr, 2025 05:44:52 PM	0:02:12		Internal
621943064065			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Apr, 2025 12:30:43 PM	11 Apr, 2025 10:07:27 PM	07 Apr, 2025 12:12:11 PM	0:02:26		Internal
621943064065			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Apr, 2025 12:30:43 PM	11 Apr, 2025 10:07:27 PM	07 Apr, 2025 12:12:11 PM	0:02:26		Internal
621943064065			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Apr, 2025 12:30:43 PM	11 Apr, 2025 10:07:27 PM	07 Apr, 2025 12:12:11 PM	0:02:26		Internal
621943064065			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Apr, 2025 12:30:43 PM	11 Apr, 2025 10:07:27 PM	07 Apr, 2025 12:12:11 PM	0:02:26		Internal
621943064065			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Apr, 2025 12:30:43 PM	11 Apr, 2025 10:07:27 PM	07 Apr, 2025 12:12:11 PM	0:02:26		Internal
621943064065			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Apr, 2025 12:30:43 PM	11 Apr, 2025 10:07:27 PM	07 Apr, 2025 12:12:11 PM	0:02:26		Internal
621943064065			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Apr, 2025 12:30:43 PM	11 Apr, 2025 10:07:27 PM	07 Apr, 2025 12:12:11 PM	0:02:26		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621943064065	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	[redacted]	07 Apr, 2025 12:30:43 PM	11 Apr, 2025 10:07:27 PM	07 Apr, 2025 12:12:11 PM	0:02:26		Internal
621943064065			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Apr, 2025 12:30:43 PM	11 Apr, 2025 10:07:27 PM	07 Apr, 2025 12:12:11 PM	0:02:26		Internal
621943064065			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Apr, 2025 12:30:43 PM	11 Apr, 2025 10:07:27 PM	07 Apr, 2025 12:12:11 PM	0:02:26		Internal
621943064065			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Apr, 2025 12:30:43 PM	11 Apr, 2025 10:07:27 PM	07 Apr, 2025 12:12:11 PM	0:02:26		Internal
621943064065			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Apr, 2025 12:30:43 PM	11 Apr, 2025 10:07:27 PM	07 Apr, 2025 12:12:11 PM	0:02:26		Internal
621943064065			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Apr, 2025 12:30:43 PM	11 Apr, 2025 10:07:27 PM	07 Apr, 2025 12:12:11 PM	0:02:26		Internal
621943064065			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Apr, 2025 12:30:43 PM	11 Apr, 2025 10:07:27 PM	07 Apr, 2025 12:12:11 PM	0:02:26		Internal
621943064065			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Apr, 2025 12:30:43 PM	11 Apr, 2025 10:07:27 PM	07 Apr, 2025 12:12:11 PM	0:02:26		Internal
621943064065			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Apr, 2025 12:30:43 PM	11 Apr, 2025 10:07:27 PM	07 Apr, 2025 12:12:11 PM	0:02:26		Internal
621943064065			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Apr, 2025 12:30:43 PM	11 Apr, 2025 10:07:27 PM	07 Apr, 2025 12:12:11 PM	0:02:26		Internal
621943064065			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Apr, 2025 12:30:43 PM	11 Apr, 2025 10:07:27 PM	07 Apr, 2025 12:12:11 PM	0:02:26		Internal
621943064065			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Apr, 2025 12:30:43 PM	11 Apr, 2025 10:07:27 PM	07 Apr, 2025 12:12:11 PM	0:02:26		Internal
621943064065			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Apr, 2025 12:30:43 PM	11 Apr, 2025 10:07:27 PM	07 Apr, 2025 12:12:11 PM	0:02:26		Internal
621943064065			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Apr, 2025 12:30:43 PM	11 Apr, 2025 10:07:27 PM	07 Apr, 2025 12:12:11 PM	0:02:26		Internal
621943064065			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Apr, 2025 12:30:43 PM	11 Apr, 2025 10:07:27 PM	07 Apr, 2025 12:12:11 PM	0:02:26		Internal
621943064065			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		07 Apr, 2025 12:30:43 PM	11 Apr, 2025 10:07:27 PM	07 Apr, 2025 12:12:11 PM	0:02:26		Internal
621943064065			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Apr, 2025 12:30:43 PM	11 Apr, 2025 10:07:27 PM	07 Apr, 2025 12:12:11 PM	0:02:26		Internal
621943064065			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Apr, 2025 12:30:43 PM	11 Apr, 2025 10:07:27 PM	07 Apr, 2025 12:12:11 PM	0:02:26		Internal
621943064065			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Apr, 2025 12:30:43 PM	11 Apr, 2025 10:07:27 PM	07 Apr, 2025 12:12:11 PM	0:02:26		Internal
621942273674			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Apr, 2025 10:31:58 PM	13 Apr, 2025 10:54:01 PM	01 Apr, 2025 01:53:07 PM	0:09:26		Internal
621942273674			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 Apr, 2025 10:31:58 PM	13 Apr, 2025 10:54:01 PM	01 Apr, 2025 01:53:07 PM	0:09:26		Internal
621942273674			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 Apr, 2025 10:31:58 PM	13 Apr, 2025 10:54:01 PM	01 Apr, 2025 01:53:07 PM	0:09:26		Internal
621942273674			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 Apr, 2025 10:31:58 PM	13 Apr, 2025 10:54:01 PM	01 Apr, 2025 01:53:07 PM	0:09:26		Internal
621942273674			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 Apr, 2025 10:31:58 PM	13 Apr, 2025 10:54:01 PM	01 Apr, 2025 01:53:07 PM	0:09:26		Internal
621942273674			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 Apr, 2025 10:31:58 PM	13 Apr, 2025 10:54:01 PM	01 Apr, 2025 01:53:07 PM	0:09:26		Internal
621942273674			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 Apr, 2025 10:31:58 PM	13 Apr, 2025 10:54:01 PM	01 Apr, 2025 01:53:07 PM	0:09:26		Internal
621942273674			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 Apr, 2025 10:31:58 PM	13 Apr, 2025 10:54:01 PM	01 Apr, 2025 01:53:07 PM	0:09:26		Internal
621942273674			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 Apr, 2025 10:31:58 PM	13 Apr, 2025 10:54:01 PM	01 Apr, 2025 01:53:07 PM	0:09:26		Internal
621942273674			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 Apr, 2025 10:31:58 PM	13 Apr, 2025 10:54:01 PM	01 Apr, 2025 01:53:07 PM	0:09:26		Internal
621942273674			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 Apr, 2025 10:31:58 PM	13 Apr, 2025 10:54:01 PM	01 Apr, 2025 01:53:07 PM	0:09:26		Internal
621942273674			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 Apr, 2025 10:31:58 PM	13 Apr, 2025 10:54:01 PM	01 Apr, 2025 01:53:07 PM	0:09:26		Internal
621942273674			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 Apr, 2025 10:31:58 PM	13 Apr, 2025 10:54:01 PM	01 Apr, 2025 01:53:07 PM	0:09:26		Internal
621942273674			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 Apr, 2025 10:31:58 PM	13 Apr, 2025 10:54:01 PM	01 Apr, 2025 01:53:07 PM	0:09:26		Internal
621942273674			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 Apr, 2025 10:31:58 PM	13 Apr, 2025 10:54:01 PM	01 Apr, 2025 01:53:07 PM	0:09:26		Internal
621942273674			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 Apr, 2025 10:31:58 PM	13 Apr, 2025 10:54:01 PM	01 Apr, 2025 01:53:07 PM	0:09:26		Internal
621942273674			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 Apr, 2025 10:31:58 PM	13 Apr, 2025 10:54:01 PM	01 Apr, 2025 01:53:07 PM	0:09:26		Internal
621942273674			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 Apr, 2025 10:31:58 PM	13 Apr, 2025 10:54:01 PM	01 Apr, 2025 01:53:07 PM	0:09:26		Internal
621942273674			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 Apr, 2025 10:31:58 PM	13 Apr, 2025 10:54:01 PM	01 Apr, 2025 01:53:07 PM	0:09:26		Internal
621942273674			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 Apr, 2025 10:31:58 PM	13 Apr, 2025 10:54:01 PM	01 Apr, 2025 01:53:07 PM	0:09:26		Internal
621942273674			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 Apr, 2025 10:31:58 PM	13 Apr, 2025 10:54:01 PM	01 Apr, 2025 01:53:07 PM	0:09:26		Internal
621942273674			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 Apr, 2025 10:31:58 PM	13 Apr, 2025 10:54:01 PM	01 Apr, 2025 01:53:07 PM	0:09:26		Internal
621942273674			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		01 Apr, 2025 10:31:58 PM	13 Apr, 2025 10:54:01 PM	01 Apr, 2025 01:53:07 PM	0:09:26		Internal
621942273674			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 Apr, 2025 10:31:58 PM	13 Apr, 2025 10:54:01 PM	01 Apr, 2025 01:53:07 PM	0:09:26		Internal
621942273674			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 Apr, 2025 10:31:58 PM	13 Apr, 2025 10:54:01 PM	01 Apr, 2025 01:53:07 PM	0:09:26		Internal
621942273674			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed				01 Apr, 2025 10:31:58 PM	13 Apr, 2025 10:54:01 PM	01 Apr, 2025 01:53:07 PM	0:09:26		Internal
621942030862			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Apr, 2025 02:32:04 AM	13 Apr, 2025 11:09:10 PM	31 Mar, 2025 12:02:11 PM	0:03:52		Internal
621942030862			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Apr, 2025 02:32:04 AM	13 Apr, 2025 11:09:10 PM	31 Mar, 2025 12:02:11 PM	0:03:52		Internal
621942030862			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Apr, 2025 02:32:04 AM	13 Apr, 2025 11:09:10 PM	31 Mar, 2025 12:02:11 PM	0:03:52		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
621942030862	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	[redacted]	02 Apr, 2025 02:32:04 AM	13 Apr, 2025 11:09:10 PM	31 Mar, 2025 12:02:11 PM	0:03:52		Internal
621942030862			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Apr, 2025 02:32:04 AM	13 Apr, 2025 11:09:10 PM	31 Mar, 2025 12:02:11 PM	0:03:52		Internal
621942030862			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Apr, 2025 02:32:04 AM	13 Apr, 2025 11:09:10 PM	31 Mar, 2025 12:02:11 PM	0:03:52		Internal
621942030862			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Apr, 2025 02:32:04 AM	13 Apr, 2025 11:09:10 PM	31 Mar, 2025 12:02:11 PM	0:03:52		Internal
621942030862			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Apr, 2025 02:32:04 AM	13 Apr, 2025 11:09:10 PM	31 Mar, 2025 12:02:11 PM	0:03:52		Internal
621942030862			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Apr, 2025 02:32:04 AM	13 Apr, 2025 11:09:10 PM	31 Mar, 2025 12:02:11 PM	0:03:52		Internal
621942030862			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Apr, 2025 02:32:04 AM	13 Apr, 2025 11:09:10 PM	31 Mar, 2025 12:02:11 PM	0:03:52		Internal
621942030862			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Apr, 2025 02:32:04 AM	13 Apr, 2025 11:09:10 PM	31 Mar, 2025 12:02:11 PM	0:03:52		Internal
621942030862			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Apr, 2025 02:32:04 AM	13 Apr, 2025 11:09:10 PM	31 Mar, 2025 12:02:11 PM	0:03:52		Internal
621942030862			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Apr, 2025 02:32:04 AM	13 Apr, 2025 11:09:10 PM	31 Mar, 2025 12:02:11 PM	0:03:52		Internal
621942030862			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Apr, 2025 02:32:04 AM	13 Apr, 2025 11:09:10 PM	31 Mar, 2025 12:02:11 PM	0:03:52		Internal
621942030862			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Apr, 2025 02:32:04 AM	13 Apr, 2025 11:09:10 PM	31 Mar, 2025 12:02:11 PM	0:03:52		Internal
621942030862			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Apr, 2025 02:32:04 AM	13 Apr, 2025 11:09:10 PM	31 Mar, 2025 12:02:11 PM	0:03:52		Internal
621942030862			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Apr, 2025 02:32:04 AM	13 Apr, 2025 11:09:10 PM	31 Mar, 2025 12:02:11 PM	0:03:52		Internal
621942030862			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Apr, 2025 02:32:04 AM	13 Apr, 2025 11:09:10 PM	31 Mar, 2025 12:02:11 PM	0:03:52		Internal
621942030862			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Apr, 2025 02:32:04 AM	13 Apr, 2025 11:09:10 PM	31 Mar, 2025 12:02:11 PM	0:03:52		Internal
621942030862			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Apr, 2025 02:32:04 AM	13 Apr, 2025 11:09:10 PM	31 Mar, 2025 12:02:11 PM	0:03:52		Internal
621942030862			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Apr, 2025 02:32:04 AM	13 Apr, 2025 11:09:10 PM	31 Mar, 2025 12:02:11 PM	0:03:52		Internal
621942030862			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Apr, 2025 02:32:04 AM	13 Apr, 2025 11:09:10 PM	31 Mar, 2025 12:02:11 PM	0:03:52		Internal
621942030862			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		02 Apr, 2025 02:32:04 AM	13 Apr, 2025 11:09:10 PM	31 Mar, 2025 12:02:11 PM	0:03:52		Internal
621942030862			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Apr, 2025 02:32:04 AM	13 Apr, 2025 11:09:10 PM	31 Mar, 2025 12:02:11 PM	0:03:52		Internal
621942030862			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Apr, 2025 02:32:04 AM	13 Apr, 2025 11:09:10 PM	31 Mar, 2025 12:02:11 PM	0:03:52		Internal
621942030862			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Apr, 2025 02:32:04 AM	13 Apr, 2025 11:09:10 PM	31 Mar, 2025 12:02:11 PM	0:03:52		Internal
622974009049			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Apr, 2025 05:30:51 PM	14 Apr, 2025 12:50:05 PM	13 Apr, 2025 04:36:10 PM	0:02:11		Internal
622974009049			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Apr, 2025 05:30:51 PM	14 Apr, 2025 12:50:05 PM	13 Apr, 2025 04:36:10 PM	0:02:11		Internal
622974009049			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Apr, 2025 05:30:51 PM	14 Apr, 2025 12:50:05 PM	13 Apr, 2025 04:36:10 PM	0:02:11		Internal
622974009049			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Apr, 2025 05:30:51 PM	14 Apr, 2025 12:50:05 PM	13 Apr, 2025 04:36:10 PM	0:02:11		Internal
622974009049			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Apr, 2025 05:30:51 PM	14 Apr, 2025 12:50:05 PM	13 Apr, 2025 04:36:10 PM	0:02:11		Internal
622974009049			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Apr, 2025 05:30:51 PM	14 Apr, 2025 12:50:05 PM	13 Apr, 2025 04:36:10 PM	0:02:11		Internal
622974009049			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Apr, 2025 05:30:51 PM	14 Apr, 2025 12:50:05 PM	13 Apr, 2025 04:36:10 PM	0:02:11		Internal
622974009049			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Apr, 2025 05:30:51 PM	14 Apr, 2025 12:50:05 PM	13 Apr, 2025 04:36:10 PM	0:02:11		Internal
622974009049			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Apr, 2025 05:30:51 PM	14 Apr, 2025 12:50:05 PM	13 Apr, 2025 04:36:10 PM	0:02:11		Internal
622974009049			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Apr, 2025 05:30:51 PM	14 Apr, 2025 12:50:05 PM	13 Apr, 2025 04:36:10 PM	0:02:11		Internal
622974009049			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Apr, 2025 05:30:51 PM	14 Apr, 2025 12:50:05 PM	13 Apr, 2025 04:36:10 PM	0:02:11		Internal
622974009049			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Apr, 2025 05:30:51 PM	14 Apr, 2025 12:50:05 PM	13 Apr, 2025 04:36:10 PM	0:02:11		Internal
622974009049			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Apr, 2025 05:30:51 PM	14 Apr, 2025 12:50:05 PM	13 Apr, 2025 04:36:10 PM	0:02:11		Internal
622974009049			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Apr, 2025 05:30:51 PM	14 Apr, 2025 12:50:05 PM	13 Apr, 2025 04:36:10 PM	0:02:11		Internal
622974009049			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Apr, 2025 05:30:51 PM	14 Apr, 2025 12:50:05 PM	13 Apr, 2025 04:36:10 PM	0:02:11		Internal
622974009049			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Apr, 2025 05:30:51 PM	14 Apr, 2025 12:50:05 PM	13 Apr, 2025 04:36:10 PM	0:02:11		Internal
622974009049			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Apr, 2025 05:30:51 PM	14 Apr, 2025 12:50:05 PM	13 Apr, 2025 04:36:10 PM	0:02:11		Internal
622974009049			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 Apr, 2025 05:30:51 PM	14 Apr, 2025 12:50:05 PM	13 Apr, 2025 04:36:10 PM	0:02:11		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
622974009049	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	13 Apr, 2025 05:30:51 PM	14 Apr, 2025 12:50:05 PM	13 Apr, 2025 04:36:10 PM	0:02:11		Internal
622974009049			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Apr, 2025 05:30:51 PM	14 Apr, 2025 12:50:05 PM	13 Apr, 2025 04:36:10 PM	0:02:11		Internal
622974009049			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Apr, 2025 05:30:51 PM	14 Apr, 2025 12:50:05 PM	13 Apr, 2025 04:36:10 PM	0:02:11		Internal
622974009049			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Apr, 2025 05:30:51 PM	14 Apr, 2025 12:50:05 PM	13 Apr, 2025 04:36:10 PM	0:02:11		Internal
622974009049			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		13 Apr, 2025 05:30:51 PM	14 Apr, 2025 12:50:05 PM	13 Apr, 2025 04:36:10 PM	0:02:11		Internal
622974009049			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Apr, 2025 05:30:51 PM	14 Apr, 2025 12:50:05 PM	13 Apr, 2025 04:36:10 PM	0:02:11		Internal
622974009049			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Apr, 2025 05:30:51 PM	14 Apr, 2025 12:50:05 PM	13 Apr, 2025 04:36:10 PM	0:02:11		Internal
622974009049			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Apr, 2025 05:30:51 PM	14 Apr, 2025 12:50:05 PM	13 Apr, 2025 04:36:10 PM	0:02:11		Internal
622973695694			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Apr, 2025 08:00:59 PM	14 Apr, 2025 01:11:34 PM	10 Apr, 2025 03:53:51 PM	0:06:04		Internal
622973695694			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Apr, 2025 08:00:59 PM	14 Apr, 2025 01:11:34 PM	10 Apr, 2025 03:53:51 PM	0:06:04		Internal
622973695694			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Apr, 2025 08:00:59 PM	14 Apr, 2025 01:11:34 PM	10 Apr, 2025 03:53:51 PM	0:06:04		Internal
622973695694			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Apr, 2025 08:00:59 PM	14 Apr, 2025 01:11:34 PM	10 Apr, 2025 03:53:51 PM	0:06:04		Internal
622973695694			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Apr, 2025 08:00:59 PM	14 Apr, 2025 01:11:34 PM	10 Apr, 2025 03:53:51 PM	0:06:04		Internal
622973695694			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Apr, 2025 08:00:59 PM	14 Apr, 2025 01:11:34 PM	10 Apr, 2025 03:53:51 PM	0:06:04		Internal
622973695694			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Apr, 2025 08:00:59 PM	14 Apr, 2025 01:11:34 PM	10 Apr, 2025 03:53:51 PM	0:06:04		Internal
622973695694			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Apr, 2025 08:00:59 PM	14 Apr, 2025 01:11:34 PM	10 Apr, 2025 03:53:51 PM	0:06:04		Internal
622973695694			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Apr, 2025 08:00:59 PM	14 Apr, 2025 01:11:34 PM	10 Apr, 2025 03:53:51 PM	0:06:04		Internal
622973695694			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Apr, 2025 08:00:59 PM	14 Apr, 2025 01:11:34 PM	10 Apr, 2025 03:53:51 PM	0:06:04		Internal
622973695694			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Apr, 2025 08:00:59 PM	14 Apr, 2025 01:11:34 PM	10 Apr, 2025 03:53:51 PM	0:06:04		Internal
622973695694			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Apr, 2025 08:00:59 PM	14 Apr, 2025 01:11:34 PM	10 Apr, 2025 03:53:51 PM	0:06:04		Internal
622973695694			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Apr, 2025 08:00:59 PM	14 Apr, 2025 01:11:34 PM	10 Apr, 2025 03:53:51 PM	0:06:04		Internal
622973695694			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Apr, 2025 08:00:59 PM	14 Apr, 2025 01:11:34 PM	10 Apr, 2025 03:53:51 PM	0:06:04		Internal
622973695694			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Apr, 2025 08:00:59 PM	14 Apr, 2025 01:11:34 PM	10 Apr, 2025 03:53:51 PM	0:06:04		Internal
622973695694			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Apr, 2025 08:00:59 PM	14 Apr, 2025 01:11:34 PM	10 Apr, 2025 03:53:51 PM	0:06:04		Internal
622973695694			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Apr, 2025 08:00:59 PM	14 Apr, 2025 01:11:34 PM	10 Apr, 2025 03:53:51 PM	0:06:04		Internal
622973695694			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Apr, 2025 08:00:59 PM	14 Apr, 2025 01:11:34 PM	10 Apr, 2025 03:53:51 PM	0:06:04		Internal
622973695694			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Apr, 2025 08:00:59 PM	14 Apr, 2025 01:11:34 PM	10 Apr, 2025 03:53:51 PM	0:06:04		Internal
622973695694			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Apr, 2025 08:00:59 PM	14 Apr, 2025 01:11:34 PM	10 Apr, 2025 03:53:51 PM	0:06:04		Internal
622973695694			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Apr, 2025 08:00:59 PM	14 Apr, 2025 01:11:34 PM	10 Apr, 2025 03:53:51 PM	0:06:04		Internal
622973695694			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Apr, 2025 08:00:59 PM	14 Apr, 2025 01:11:34 PM	10 Apr, 2025 03:53:51 PM	0:06:04		Internal
622973695694			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Apr, 2025 08:00:59 PM	14 Apr, 2025 01:11:34 PM	10 Apr, 2025 03:53:51 PM	0:06:04		Internal
622973695694			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Apr, 2025 08:00:59 PM	14 Apr, 2025 01:11:34 PM	10 Apr, 2025 03:53:51 PM	0:06:04		Internal
622973695694			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Apr, 2025 08:00:59 PM	14 Apr, 2025 01:11:34 PM	10 Apr, 2025 03:53:51 PM	0:06:04		Internal
622973695694			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Apr, 2025 08:00:59 PM	14 Apr, 2025 01:11:34 PM	10 Apr, 2025 03:53:51 PM	0:06:04		Internal
622973678491			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Apr, 2025 04:00:35 AM	14 Apr, 2025 01:28:06 PM	10 Apr, 2025 03:01:16 PM	0:04:00		Internal
622973678491			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Apr, 2025 04:00:35 AM	14 Apr, 2025 01:28:06 PM	10 Apr, 2025 03:01:16 PM	0:04:00		Internal
622973678491			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Apr, 2025 04:00:35 AM	14 Apr, 2025 01:28:06 PM	10 Apr, 2025 03:01:16 PM	0:04:00		Internal
622973678491			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Apr, 2025 04:00:35 AM	14 Apr, 2025 01:28:06 PM	10 Apr, 2025 03:01:16 PM	0:04:00		Internal
622973678491			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Apr, 2025 04:00:35 AM	14 Apr, 2025 01:28:06 PM	10 Apr, 2025 03:01:16 PM	0:04:00		Internal
622973678491			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Apr, 2025 04:00:35 AM	14 Apr, 2025 01:28:06 PM	10 Apr, 2025 03:01:16 PM	0:04:00		Internal
622973678491			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Apr, 2025 04:00:35 AM	14 Apr, 2025 01:28:06 PM	10 Apr, 2025 03:01:16 PM	0:04:00		Internal
622973678491			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Apr, 2025 04:00:35 AM	14 Apr, 2025 01:28:06 PM	10 Apr, 2025 03:01:16 PM	0:04:00		Internal
622973678491			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Apr, 2025 04:00:35 AM	14 Apr, 2025 01:28:06 PM	10 Apr, 2025 03:01:16 PM	0:04:00		Internal
622973678491			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Apr, 2025 04:00:35 AM	14 Apr, 2025 01:28:06 PM	10 Apr, 2025 03:01:16 PM	0:04:00		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
622973678491	[redacted]		CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	11 Apr, 2025 04:00:35 AM	14 Apr, 2025 01:28:06 PM	10 Apr, 2025 03:01:16 PM	0:04:00		Internal
622973678491			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Apr, 2025 04:00:35 AM	14 Apr, 2025 01:28:06 PM	10 Apr, 2025 03:01:16 PM	0:04:00		Internal
622973678491			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Apr, 2025 04:00:35 AM	14 Apr, 2025 01:28:06 PM	10 Apr, 2025 03:01:16 PM	0:04:00		Internal
622973678491			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Apr, 2025 04:00:35 AM	14 Apr, 2025 01:28:06 PM	10 Apr, 2025 03:01:16 PM	0:04:00		Internal
622973678491			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Apr, 2025 04:00:35 AM	14 Apr, 2025 01:28:06 PM	10 Apr, 2025 03:01:16 PM	0:04:00		Internal
622973678491			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Apr, 2025 04:00:35 AM	14 Apr, 2025 01:28:06 PM	10 Apr, 2025 03:01:16 PM	0:04:00		Internal
622973678491			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Apr, 2025 04:00:35 AM	14 Apr, 2025 01:28:06 PM	10 Apr, 2025 03:01:16 PM	0:04:00		Internal
622973678491			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Apr, 2025 04:00:35 AM	14 Apr, 2025 01:28:06 PM	10 Apr, 2025 03:01:16 PM	0:04:00		Internal
622973678491			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Apr, 2025 04:00:35 AM	14 Apr, 2025 01:28:06 PM	10 Apr, 2025 03:01:16 PM	0:04:00		Internal
622973678491			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Apr, 2025 04:00:35 AM	14 Apr, 2025 01:28:06 PM	10 Apr, 2025 03:01:16 PM	0:04:00		Internal
622973678491			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Apr, 2025 04:00:35 AM	14 Apr, 2025 01:28:06 PM	10 Apr, 2025 03:01:16 PM	0:04:00		Internal
622973678491			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Apr, 2025 04:00:35 AM	14 Apr, 2025 01:28:06 PM	10 Apr, 2025 03:01:16 PM	0:04:00		Internal
622973678491			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		11 Apr, 2025 04:00:35 AM	14 Apr, 2025 01:28:06 PM	10 Apr, 2025 03:01:16 PM	0:04:00		Internal
622973678491			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Apr, 2025 04:00:35 AM	14 Apr, 2025 01:28:06 PM	10 Apr, 2025 03:01:16 PM	0:04:00		Internal
622973678491			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Apr, 2025 04:00:35 AM	14 Apr, 2025 01:28:06 PM	10 Apr, 2025 03:01:16 PM	0:04:00		Internal
622973678491			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Apr, 2025 04:00:35 AM	14 Apr, 2025 01:28:06 PM	10 Apr, 2025 03:01:16 PM	0:04:00		Internal
621943043777			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Apr, 2025 05:30:35 PM	14 Apr, 2025 02:25:38 PM	06 Apr, 2025 05:17:51 PM	0:04:32		Internal
621943043777			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Apr, 2025 05:30:35 PM	14 Apr, 2025 02:25:38 PM	06 Apr, 2025 05:17:51 PM	0:04:32		Internal
621943043777			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Apr, 2025 05:30:35 PM	14 Apr, 2025 02:25:38 PM	06 Apr, 2025 05:17:51 PM	0:04:32		Internal
621943043777			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Apr, 2025 05:30:35 PM	14 Apr, 2025 02:25:38 PM	06 Apr, 2025 05:17:51 PM	0:04:32		Internal
621943043777			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Apr, 2025 05:30:35 PM	14 Apr, 2025 02:25:38 PM	06 Apr, 2025 05:17:51 PM	0:04:32		Internal
621943043777			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Apr, 2025 05:30:35 PM	14 Apr, 2025 02:25:38 PM	06 Apr, 2025 05:17:51 PM	0:04:32		Internal
621943043777			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Apr, 2025 05:30:35 PM	14 Apr, 2025 02:25:38 PM	06 Apr, 2025 05:17:51 PM	0:04:32		Internal
621943043777			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Apr, 2025 05:30:35 PM	14 Apr, 2025 02:25:38 PM	06 Apr, 2025 05:17:51 PM	0:04:32		Internal
621943043777			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Apr, 2025 05:30:35 PM	14 Apr, 2025 02:25:38 PM	06 Apr, 2025 05:17:51 PM	0:04:32		Internal
621943043777			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Apr, 2025 05:30:35 PM	14 Apr, 2025 02:25:38 PM	06 Apr, 2025 05:17:51 PM	0:04:32		Internal
621943043777			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Apr, 2025 05:30:35 PM	14 Apr, 2025 02:25:38 PM	06 Apr, 2025 05:17:51 PM	0:04:32		Internal
621943043777			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Apr, 2025 05:30:35 PM	14 Apr, 2025 02:25:38 PM	06 Apr, 2025 05:17:51 PM	0:04:32		Internal
621943043777			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Apr, 2025 05:30:35 PM	14 Apr, 2025 02:25:38 PM	06 Apr, 2025 05:17:51 PM	0:04:32		Internal
621943043777			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Apr, 2025 05:30:35 PM	14 Apr, 2025 02:25:38 PM	06 Apr, 2025 05:17:51 PM	0:04:32		Internal
621943043777			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Apr, 2025 05:30:35 PM	14 Apr, 2025 02:25:38 PM	06 Apr, 2025 05:17:51 PM	0:04:32		Internal
621943043777			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Apr, 2025 05:30:35 PM	14 Apr, 2025 02:25:38 PM	06 Apr, 2025 05:17:51 PM	0:04:32		Internal
621943043777			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Apr, 2025 05:30:35 PM	14 Apr, 2025 02:25:38 PM	06 Apr, 2025 05:17:51 PM	0:04:32		Internal
621943043777			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Apr, 2025 05:30:35 PM	14 Apr, 2025 02:25:38 PM	06 Apr, 2025 05:17:51 PM	0:04:32		Internal
621943043777			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Apr, 2025 05:30:35 PM	14 Apr, 2025 02:25:38 PM	06 Apr, 2025 05:17:51 PM	0:04:32		Internal
621943043777			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Apr, 2025 05:30:35 PM	14 Apr, 2025 02:25:38 PM	06 Apr, 2025 05:17:51 PM	0:04:32		Internal
621943043777			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Apr, 2025 05:30:35 PM	14 Apr, 2025 02:25:38 PM	06 Apr, 2025 05:17:51 PM	0:04:32		Internal
621943043777			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Apr, 2025 05:30:35 PM	14 Apr, 2025 02:25:38 PM	06 Apr, 2025 05:17:51 PM	0:04:32		Internal
621943043777			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		06 Apr, 2025 05:30:35 PM	14 Apr, 2025 02:25:38 PM	06 Apr, 2025 05:17:51 PM	0:04:32		Internal
621943043777			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Apr, 2025 05:30:35 PM	14 Apr, 2025 02:25:38 PM	06 Apr, 2025 05:17:51 PM	0:04:32		Internal
621943043777			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Apr, 2025 05:30:35 PM	14 Apr, 2025 02:25:38 PM	06 Apr, 2025 05:17:51 PM	0:04:32		Internal
621943043777			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Apr, 2025 05:30:35 PM	14 Apr, 2025 02:25:38 PM	06 Apr, 2025 05:17:51 PM	0:04:32		Internal
622974033346			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Apr, 2025 02:30:47 PM	14 Apr, 2025 03:07:49 PM	14 Apr, 2025 12:56:58 PM	0:04:01		Internal
622974033346			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Apr, 2025 02:30:47 PM	14 Apr, 2025 03:07:49 PM	14 Apr, 2025 12:56:58 PM	0:04:01		Internal
622974033346			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Apr, 2025 02:30:47 PM	14 Apr, 2025 03:07:49 PM	14 Apr, 2025 12:56:58 PM	0:04:01		Internal